March 26, 2015

Dear [Redacted]

Re: Your request for access to information under Part II of the Access to Information and Protection of Privacy Act [Our File SNL-007-2015]:

On February 2, 2015, Service NL received your request for access to the following records/information:

"A copy of a recent report on safe work procedures for highway enforcement officers – “Developing safe work procedures for highway enforcement officers and inspectors” or some variation thereof."

In addition to the above, you were notified via correspondence dated February 25, 2015 that, Service NL was extending the timelines of your request for up to an additional 30 days in order to conduct consultations with additional public bodies. This was completed and I am pleased to inform you that your request for access to the records has been granted in part.

With regards to your request, Service NL conducted a thorough search for records matching what you described. The record we located is a student's work term report written in August 2008. While not a recent report, it is entitled “Developing Safe Work Procedures for Highway Enforcement Officers”. This report was completed as a part of an academic program requirement as per the procedures and guidelines of the co-operative education program at the College of the North Atlantic: http://www.cna.nl.ca/Programs-Courses/Co-Operative-Education.aspx. Given this, specific text contained within the report has been exempted from disclosure as it would reveal personal information about the student's educational history. This is in accordance with the following exceptions to disclosure, as specified in the Access to Information and Protection of Privacy Act (the Act):

Subsection 30(1): “The head of a public body shall refuse to disclose personal information to an applicant where the disclosure would be an unreasonable invasion of a third party's personal privacy.”

The current procedures used in the department, which are more recent, are enclosed beginning on page 76. However, there are portions of the report and safe work procedures that contain procedures used in enforcement activities or ensure the safety of enforcement officers and have been exempted from disclosure as per the following exceptions to disclosure, as specified the Act:

Subsection 22(1)(c): “The head of a public body may refuse to disclose information to an applicant where the disclosure could reasonably be expected to reveal investigative techniques and procedures currently used, or likely to be used, in law enforcement.”
Section 22(1)(f): “The head of a public body may refuse to disclose information to an applicant where the disclosure could reasonably be expected to endanger the life or physical safety of a law enforcement officer or another person.”

As required by subsection 7(2) of the Act, we have severed information that is exempted from disclosure and have provided you with as much information as possible. In accordance with your request for a copy of the records, the appropriate copies have been enclosed.

Section 43 of the Act provides that you may ask the Information and Privacy Commissioner to review this partial refusal of access or you may appeal the refusal directly to the Supreme Court Trial Division. A request to the Information and Privacy Commissioner shall be made in writing within 60 days of the date of this letter or within a longer period that may be allowed by the Commissioner.

The address and contact information of the Information and Privacy Commissioner is as follows:

Office of the Information and Privacy Commissioner
Sir Brian Dunfield Building
3rd Floor, 2 Canada Drive
P.O Box 13004 Station A
St. John's, NL A1B 3V8

Telephone: (709) 729-6309
Facsimile: (709) 729-6500

In the event that you choose to appeal to the Trial Division, you must do so within 30 days of the date of this letter. Section 60 of the Act sets out the process to be followed when filing such an appeal. Records that are refused on the basis of section 21 (legal advice) or section 18(2)(a) (official cabinet record), must be appealed directly to the Supreme Court Trial Division, pursuant to section 60. You may also contact the Office of the Information and Privacy Commissioner who may decide to initiate an appeal to the Supreme Court Trial Division pursuant to subsection 60(1.1).

Please be advised that responsive records will be published following a 72 hour period after the response is sent electronically to you or five business days in the case where records are mailed to you. It is the goal to have the responsive records posted to the Office of Public Engagement's website within one business day following the applicable period of time. Please note that requests for personal information will not be posted online.

If you have any further questions, please feel free to contact the ATIPP Coordinator at 709-729-7437 or ellenhaskell@gov.nl.ca.

Sincerely,

[Signature]

LEIGH PUDDESTER
Deputy Minister
Service NL
Developing Safe Work Procedures for Highway Enforcement Officers and Inspectors

Submitted To: Paul Halleran

Submitted By: [Redacted]

August 15th, 2008
Developing Safe Work Procedures for Highway Enforcement Officers and Inspectors

Author: [Redacted]
Ms. Karen Mulroney  
Student development officer (co-op)  
Engineering technology Center  
P.O. Box 1150, Ridge Road  
St. John’s, NL, A1C 6L8  

August 15th, 2008  

Dear Ms. Mulroney  

Please accept the accompanying Work Term Report entitled “Developing Safe Work Procedures for Highway Enforcement Officers and Inspectors”  

This report is the result of my work completed at the Department of Government Services, Government of Newfoundland and Labrador. During my first work term as a College of the North Atlantic student, I was asked to develop Safe Work Procedures by the Motor registration division, for the purposes of acting on the results of an occupational review recently completed by the division. In the course of this work I developed Safe Work Procedures for five separate tasks conducted by officers and inspectors of the motor registration division. I was given the opportunity to complete a new course in job task analysis and use that knowledge to develop finished safe work procedures. It is this findings and products of this analysis that is the subject of this report.  

Through the course of the term I was given the opportunity to learn much about the officers and inspectors positions, current problems that these employees face and the future direction of these jobs in government.  

I would like to thank my supervisor, Angie Trahey for her guidance and support, as well as the managers and officers & inspectors who were able to assist me throughout the term.  

Sincerely
Executive Summary

Motor registration division (MRD) of the department of government services is currently in the process of completing an occupational health and safety review. MRD has identified several major problems with highway enforcement officers and inspectors. Many of these issues stem from an aging workforce that was hired on the premise of their mechanical background. These positions require workers to perform high risk activities such as enforcement duties on the highways and working alone in isolated conditions.

Management and the OHS committee have chosen five tasks conducted by these two positions that they want Safe Work Procedures (SWP) developed for. In order to develop SWPs a job task analysis was completed for each task. A job task analysis (JTA) requires each task to be observed by a team of stakeholders and record the job or task. These observations will be used to conduct JTAs, each analysis will identify tasks in the job and break each task into steps. Then the hazards will be identified for each step and finally a risk assessment is completed for each hazard and controls developed. Finally a completed analysis is used to write a step by step instruction manual to perform the task safely. The development of SWPs uncovered some major problems that the division has in these positions. Training and education requirements do not provide the necessary skills to do these jobs, there is no communication system and written procedures in place to adequately ensure worker safety and there is no Personal Protective Equipment that protects against workplace violence. In this series of JTAs I’ve uncovered additional issues as well but these are the most important ones that threaten worker safety.
Acknowledgements

For providing access to all the previously assembled background and technical information pertaining to this report, I thank the staff of the Motor Registration Division. I am also indebted to the Safety Coordinator responsible for the Department of Government Services for her input and Safety Services, Newfoundland & Labrador for the time they spent providing an extremely useful training session in Job Task Analysis.
Table of Contents

1.0 Introduction  
2.0 Discussion  
  2.1 Occupations & Tasks  
  2.2 Background Information  
  2.3 Job Task Analysis  
    2.3.1 Developing a JTA Form  
    2.3.2 Prioritize the Jobs and Tasks for Analysis  
    2.3.3 Develop a JTA Team  
    2.3.4 Observe and Record the Task  
    2.3.5 Conducting a Job Task Analysis  
      2.3.5.1 Identifying Tasks and Steps  
      2.3.5.2 Identify Hazards  
      2.3.5.3 Assess the Risk and Develop Controls  
  2.4 Develop a Safe Work Procedure  
  2.5 Findings  
3.0 Conclusions  
  3.1 What Tasks are the most Hazardous?  
  3.2 Why are these Tasks Hazardous?  
4.0 Recommendations  
  4.1 Engineering Controls  
  4.2 Training and Education  
  4.3 Workplace Policies  
  4.4 Personal Protective Equipment  
Job Description  
Job Task Analysis Form (JTA)  
Risk Assessment Model  
Guidance Documents  
Job Task Analyses  
Safe Work Procedures

Appendix A  
Appendix B  
Appendix C  
Appendix D  
Appendix E  
Appendix F
1.0 Introduction

The approved project under discussion is the development of Safe Work Procedures (SWPs) for the Motor Registration Division (MRD), Department of Government Services. MRD has decided that due to the current and changing working conditions in highway enforcement and working alone in this province today many of the tasks involved in Highway Enforcement Officer’s & Inspectors job descriptions (see Appendix A) expose the men in these positions to an unacceptable level of risk. MRD has identified three tasks conducted by enforcement officers and two tasks conducted by inspectors that they want Safe Work Procedures (SWPs) developed for and then implemented into their existing OH&S program. Comprehensive Safe Work Procedures (SWPs) will be developed for each task from the information collected from a Job Task Analysis (JTA). A JTA is an important safety tool that I have used to write SWPs in order to ensure work does not cause injury, illness and/or property damage. The process of conducting a Job Task Analysis for each task involves several steps which I will briefly outline throughout this introduction. Before beginning a JTA you should be cognizant if the task is too broad or too narrow, this can be determined by the number of steps in a task, the amount of time to complete each task and how many people is required to complete a task. If a task has one step it is too narrowly defines and if it has 20 or more steps the task may be too broad. If a task takes much more than ten to thirty minutes, more than one task is likely involved. One to two people might be needed to complete a task; if three to five people or more are involved in a task then it is likely that there are multiple tasks. These questions should be asked before, during and after your analysis to ensure the JTA is effective and so changes can be made when required.

An acceptable task to be analyzed has several steps to complete before conducting a JTA. Before conducting the JTA develop a JTA form (see Appendix B), prioritize jobs for analysis,
select a JTA team and observe and record the job. The JTA form should include the job and task being analyzed, the steps, the hazards in each step, the controls to eliminate or minimize the risk from the hazards and the risk assessment. The risk assessment is not a required part of the form but has been included to simplify the process. Once a standardized form is complete you are helping to ensure consistency in the process so all relevant risks and hazards are dealt with. Next I would prioritize the job which has been modified for my purposes since I am only working with two occupations in the organization. Normally I should compile a list of all occupations and tasks but for my purposes I have prioritized the two occupations and five tasks which will be discussed further in the discussion section. Finally before conducting the JTA I would normally develop members of a JTA team who have various roles throughout the process and then we would record observations of each task.

After recording the task I can analyze it by breaking the task into steps, identifying the hazards in each step, assessing the risk of each hazard and developing control strategies for the hazards. The final step of a JTA is to implement my work into a Safe Work Procedure by providing step by step written instruction that must be followed sequentially in order to perform the task safely from start to finish. The major issues that this process identified for officers and inspectors is working alone, training and personal protective equipment.

2.0 Discussion

Throughout the body of this paper I will discuss the occupations and tasks that I have completed Safe Work Procedures for, the reasons why this project was assigned to me and how I have completed this job.
2.1 Occupations & Tasks

Through meetings with the regional director of program services, Dept. of Government Services and the Manager of Highway Safety programs, Motor Registration Division (MRD), it was decided that my SWPs for MRD would be prioritized according to the highest risk occupations. After consultation between management and the health & safety committee the two occupations identified in greatest need of SWPs were Highway Enforcement Officers and Highway Enforcement Inspectors. Later meetings with the regional director of program services, manager of highway safety programs and the OHS coordinator for the Dept. of Government Services discussed in detail that the tasks for these uniformed officers which would be under review were area patrol & traffic stops, ambulance inspection and bus inspection. The tasks for uniformed inspectors under review were weighing & inspecting at a fixed location, however due to the number of steps involved in this task I determined that it should be broken into at least two tasks. It was therefore broken into weighing & inspecting at a fixed location and Canadian Vehicle Safety Alliance (CVSA) inspections. These occupations were logically identified as highest risk since most inspectors at fixed locations (weigh scale stations) work alone day and night thereby exposing them to many hazards since they deal with members of the public 24 hours a day. Enforcement officers were identified as high risk mostly due to the similarities between police officers and themselves when conducting traffic stops. Both occupations pull vehicles off roadways and approach unknown circumstances; however highway enforcement completes this task without the benefit of most forms of PPE that police officers utilize such as Kevlar vests and O/C spray. The facts are that this province depends on truck traffic for transport of most commodities to and from the province. Even boat and air traffic translates into ground transport since many areas of the province are isolated from these methods of transport. The criminal
transportation system is no different and this is the problem since these employees are stopping vehicles with no differentiation, this is why JTAs are necessary to identify training, PPE and other controls to minimize many of the risks associated with officers & inspectors tasks.

2.2 Background Information

Before beginning the JTA process I familiarized myself with the job descriptions and tasks. I accomplished this process by requesting the position descriptions (see Appendix A) from the Strategic Human Resource Social Sector for each position upon the advice of a member of their staff. I then requested a report that was submitted by the manager of highway safety programs to the MRD registrar concerning these five tasks. The report outlined reasons for SWPs to be completed and some recommendations. It also provided me with the preferred risk assessment tool (see Appendix C) which was used by all individuals conducting JTAs for these tasks. Lastly I contacted MRD and obtained copies of school bus and ambulance inspection reports. Unfortunately official inspection manuals and CVSA forms could not be obtained previous to task observations.

2.3 Job Task Analysis

I began the JTA process in a planning phase which was essential to create a consistent process for each of the five tasks. The planning phases consist of developing a JTA form, prioritizing jobs and tasks, selecting a JTA team and finally observing & recording the task. In addition to these activities I also assembled documents outlining detailed info that you will find in JTAs, SWPs, observations and research into control strategies. I developed these documents initially before starting my analysis in order to compile everything I’ve learned from a single task into one document. These documents served as reference material and guidance for anyone who
would need detail into these tasks, the hazards, risk assessments, reference material, training or safe practices after my departure (see appendix D)

2.3.1 Developing a JTA Form

I developed a JTA form in consultation with the Dept of Justice Adult Corrections; this division of Justice has already undertaken extensive work in completing JTAs. They have developed many JTA forms before adopting a single document and provided me with a draft they felt would be useful for my JTA. After further consultation with MRD I adopted a JTA form that was consistent with what MRD wanted but added the risk assessment categories when completing my analysis. This idea was adopted from one of the justice department’s draft JTA forms. Previous work on these forms left the risk assessment to be written in by hand at the bottom, this approach had a disorganized appearance and was difficult to follow.

2.3.2 Prioritize the Jobs and Tasks for analysis

Prioritizing jobs was the next step, however due to previous involvement of others in this project prior to the commencement of my work-term, the manager of highway safety programs and the OHS committee have prioritized a list. The aforementioned list is the officers and inspectors mentioned earlier and the five tasks that SWPs will be developed for, but this list is not all inclusive for the entire division. Ideally the workplace would conduct a JTA for all occupations and tasks, but completing all at once is not practicable. Therefore compiling a list of all job descriptions and tasks prior to the JTAs will ensure that nothing is neglected since many individuals with the same classification may have very different tasks. For example highway enforcement inspectors may be stationed at a weigh scale station and the JTA for weighing & inspecting at a fixed location (see appendix E) will be very different from a JTA for inspectors
working with portable weigh scales who would patrol and pull vehicles over on highways similar to enforcement officers whom conduct traffic stops (see Appendix E).

2.3.3 Develop a JTA team

After compiling a list of jobs and tasks you would develop a JTA team. My JTA team like the process of prioritizing the jobs and tasks started previous to my start of this project. Therefore I have reviewed the JTAs and notes completed by a member of MRDs management and OHS committee members for each of these tasks which did include the employees conducting the tasks. Although my involvement with the team was after there JTAs were complete I did perform my own observations and JTAs which were in greater detail since I had the benefit of their work to guide me. Although this was not an ideal method to complete a JTA, due to the time of year when scheduled and unscheduled vacations are common, reduced hours of operation and increased busy schedules of many individuals and groups it was more difficult to coordinate a single group effort. Therefore I included the individuals conducting the task(s) in my task observations as much as possible and used all previously completed JTAs as well. Ideally a new team including myself, the OHS coordinator for Government Services, a member of MRD management and an officer or inspector would complete task observations and JTAs together. JTAs will be most effective when they are conducted as team of employees, approximately 3 would make the process more effective.

2.3.4 Observe and Record the Task

Finally I had to schedule times and places to observe and record the officers and inspectors conducting each task. Before you can conduct a JTA you must observe the task, ideally one or more of your JTA team observes the worker. The JTA team will record the steps in the task and any obvious hazards. To reiterate, the more people involved in observations, the less likely it is
that a step or hazard will be missed. Fortunately the manager of highway safety programs ensured I always observed with at least 2 workers, since many of these employees work alone normally and during the summer it can be difficult to get a lot of observations with multiple officers & inspectors. By observing with 2 workers at a time I could utilize the second officer or inspector frequently throughout the task. The inspectors and officers pointed out several hazards that I would have missed if conducting the observations without assistance. For example officers pointed out the importance of having fluid impervious materials in ambulances (see Appendix E), the JTA identifies officer exposure to bodily fluids. An Inspector served the same function during my observations with them and pointed out mechanical hazards later identified in my CVSA inspection JTA (see Appendix E) that otherwise may have been missed and were not included in the earlier complete JTAs I reviewed. This clearly illustrates the importance of incorporating employees who do the task in a JTA and the benefit of working in a group since this is also more likely to identify issues and facilitate more questions.

2.3.5 Conducting a Job Task Analysis

After I finished recording each task for the two job descriptions I began my Job Task Analysis (JTA). The JTA can be broken down into Identifying the tasks and break each task into steps, identify hazards in each step and assess the risk of each hazard.

2.3.5.1 Identify Tasks and Steps

Fortunately as my tasks were pre-determined I did not have to identify tasks within the job however this would normally be the first step. My first step was to review the observation notes for each task and identify the steps. Steps should not be too detailed or too general; each step should tell what is done not how to do it. As I was completing my JTA for weighing & inspecting vehicles at fixed locations my list was growing to over 20 steps. This task was then
broken into two tasks because depending upon the inspector’s decision to complete a CVSA inspection on a vehicle or not, the JTA changed. Inspectors have to complete a minimum number of these inspections every year but they also perform more general inspections if after vehicles are weighed they identify an issue. If a CVSA inspection is completed inspectors still need to complete the weighing portion of the job, therefore I decided that CVSA inspections and weighing should be two tasks. As I complete each JTA, I ensured steps are in the correct sequence because this can cause a person to miss hazards or introduce new hazards. Ideally this process should have been complete as a team again. However due to the scheduling difficulties and time limitations this was not an option, but I did still have the previously completed JTAs as guidance.

2.3.5.2 Identify Hazards

Once I have identified the steps in a task, I looked for hazards in each of these steps. Hazards were identified based upon observation notes which normally should had been a team of notes, but since I had there notes this was still technically possible. I did however lack the knowledge of the authors of the earlier JTAs but upon meetings with the manager of highway safety programs I was able to compensate for this issue and identify many issues based upon information he provided to me. He provided me with information such as relevant incidents which helped to identify many hazards such as forms of workplace violence in the traffic stops JTA. Further analysis with my knowledge of loss control and incident causation helped me identify additional previously unidentified hazards such as musculoskeletal disorders (MSD) from holding awkward positions during mechanical inspections and chemical hazards to name a few. Under different circumstances the original JTA team may need to observe the task again
and since the task has already been recorded this time you can focus on the hazards. Again this was not an option for me but would normally be a logical course of action.

2.3.5.3 Assess the Risk and Develop Controls

Now that the hazards are identified in each step, I assessed the risk of each hazard, prioritized the hazards based on the level of risk and developed control strategies for each hazard. This assessment was completed by using a system endorsed by the federal government and used by the RCMP. Each hazard is assessed in terms of severity and frequency and then provided with an alphanumeric value. This value is then translated from a priority table which allows the assessor to take an appropriate course of action for each hazard (see Appendix C). The control strategies that I developed for most of the hazards were training/education and PPE, however there were also engineering controls to a lesser extent. Due to the type of work conducted, many of these hazards cannot be eliminated but only reduced. Therefore engineering controls has been limited to mostly weigh scale stations such as traffic controls (e.g. speed bumps) and security barriers such as buzzer doors for 24hr stations and security cameras. Control strategies for enforcement officers lack engineering options, but are primarily training/education as a prevention strategy. For example, officers who are trained to handle various types of confrontational situations can avoid or control the situation when trained/educated in effective communication techniques. When situations cannot be calmed, controls were developed for controversial PPE such as Kevlar vests.

After I have developed a new control strategy it is important to ask if this creates a new hazard for the worker, if not proceed further.
2.4 Develop a Safe Work Procedure

The final step in the JTA process will bring me to my project goal of writing SWPs for each task. I will put my JTAs to work as Safe Work Procedures (SWPs), these procedures will provide step by step instruction from start to finish (see appendix F). The SWPs are a narrative of my JTAs; they should be clear and direct and avoid general statements. Under the guidance of the OHS coordinator however I have adopted a 2 column format which includes step by step instruction and safe practices/key notes. This format also provides the reader with the benefit of the more general safe practice and key information that is important for him/her to be aware of, but may not be appropriate for concise steps. Like the JTA, SWPs should be completed with a team because workers experience, knowledge and skills will identify the most effective safe work practices and possibly unidentified hazards. Unfortunately a team effort was not possible with the workers themselves however I did develop them under consultation with the OHS coordinator who served as an asset in hazard identification and SWP format development. If time constraints were not an issue the next step in the process should have been to conduct a test run of the SWP. I would observe a worker perform the new procedure and observe if it creates any new hazards or if it could be changed to be safer. In my absence after this work term the division using these procedures should conduct follow up by training all workers performing the tasks on the new procedures, use SWPs as an orientation for new employees and use them as a reference point when management observes the task being completed.

2.5 Findings

Throughout the process of completing this Job Task Analysis I’ve identified broad issues affecting highway enforcement officers and inspectors as well as issues that are affecting only officers or inspectors. Currently these two positions are held by an aging workforce with a large
percentage nearing retirement within the next 4 years. The majority of people currently holding these positions are trained mechanics who entered into these jobs when a mechanics training and/or education was the primary consideration. The mechanics clause is still in the job description however an enforcement background is now also in this description. But nonetheless mechanics currently fill these positions and most have little to no experience or training in enforcement. The enforcement role of these positions is extensive and opens many opportunities for training through the RNC and RCMP to give the officers and inspectors the required skill set they need. Graduation from a recognized post secondary program in law enforcement would be highly desirable as well for future recruitment. Additional areas lacking in training/education is general OHS training for lower risk hazards such as slips and falls, musculoskeletal disorders (MSD) and TDG. These are important issues since under the OHS Act section 5(b) employers are required to provide training and education where it is reasonable practicable to ensure their health and safety. Enforcement officers are doing some of the same duties as police officers when it comes to traffic enforcement but without any of the training or some of the more controversial PPE recommended for these employees (e.g. Kevlar vests and O/C spray). In addition to these issues of training/education, under the new draft regulations Part V section 44 to 46 MSD prevention, education and training needs to be provided. Throughout the province over 50% of workers compensation claims involve these types of injuries. Since officers and inspectors are frequently in awkward positions such as under vehicles, bent over when inspecting trucks (see Appendix E or F) and performing repetitive motions such as writing on clipboards on roadways, they should be educated or trained on identifying these types of hazards and safe practices to avoid injury. Unfortunately eliminating exposures to MSD hazards is not possible.
due to the nature of their job but they can help themselves by performing their duties as safely as possible when trained in safe work practices.

Working alone is another major problem affecting officers and inspectors; this issue does directly affect both groups, however approximately only 4 officers currently work alone in the province. All others work in a buddy system consisting of 2 officers and do not work after 5 pm. The inspector’s tasks that I’ve completed JTAs for on the other hand show that inspectors work at weigh scale stations alone all the time and there are always at least 2 stations on the island open 24 hours a day. The draft regulations will now take this into consideration under section 15 which says that when working alone and there is risk of injury where a worker might not be able to secure assistance, employers need to implement written procedures to check that workers well being. There are no such procedures currently in place, but a work alone program where overnight workers could call into every hour and if they did not an employee in a call center would try to contact the employee would one solution. This type of program is common in private industry and is usually outsourced to another company that offers these types of services. Inspectors and officers working alone are provided with a landline and cell phone respectively. In addition to this both officers and inspectors also avail of digital radios. Working alone presents hazards to the inspectors which is illustrated in the JTAs and there is currently no reliable and effective communication system and protocol in place. The communication systems in place for officers and inspectors is another major problem that bridges the issues of inspectors working alone and officers performing enforcement duties during area patrol & traffic stops. Currently the radio service used by the workers has a base in their vehicles and stations as well as a portable radio to take with them on vehicle stops. The portable set also has a panic button capable of transmitting for 10 seconds. Unfortunately workers have had no dedicated dispatcher
or dispatch center to monitor emergency transmissions, work locations and job tasks or to check in regularly to ensure everything is ok. Instead they rely on using other available inspectors and officers who are not engaged in other activities to perform some of these duties, such as having a fellow worker check in on them during a traffic stop until it is complete. Another example is the manager of highway safety programs who checks officers and inspectors activities in the morning and afternoon to ensure everything is ok when he has availability to complete this task. This is a dangerous system if there was ever an emergency and no one was listening at the exact moment of an emergency call because not only is it gamble that someone hears an emergency call but if someone hears the call for help, would they know what to do?

The final major issue identified for these employees was the current PPE and tools. Safety footwear, coveralls, traffic vests, pylons, safety glasses, first aid kit, wheel chocks and creepers are standard equipment for both positions. However, due to the nature of their jobs the possibility of workplace violence is a high risk activity. Therefore Kevlar vests and O/C spray (Pepper Spray) are viable options to protect workers from such hazards. However these options are not in place because they have not yet been approved for personnel. If they are approved financing this equipment is another obstacle. Another important piece of PPE is cut resistant gloves because they work regularly with cut and abrasion hazards; this is an important upgrade from cotton gloves to protect workers but is still pending approval as well.

From these major issues many hazards have been identified as can be seen in the JTAs and SWPs. The hazards of greatest concern for both occupations are the risk of workplace violence and moving vehicles in the vicinity of workers. There are many other hazards such as musculoskeletal disorders which are significant due the frequency of exposures but again these can be seen throughout the JTAs and SWPs in the appendices.
3.0 Conclusions

I will briefly discuss the major conclusions in more detail that were identified throughout the JTA process and the body of my report.

3.1 What tasks are the most hazardous?

The job task analysis (JTA) for school bus and ambulance inspections shows a straightforward process. With proper planning and implementation of some additional PPE such as latex gloves to eliminate some of the health hazards and cut resistant gloves for use while inspecting sharp materials (e.g. metal surfaces). The JTAs for weighing & inspecting vehicles, area patrol & traffic stops and CVSA inspections are by far the most hazardous tasks performed from my five JTAs. They are also among the most hazardous performed by any of the MRD employees.

3.2 Why are these Tasks Hazardous?

The aforementioned three most hazardous tasks mentioned above are the most hazardous because enforcement officers take on some of the same duties as police officers such as traffic officers with the RNC and RCMP. These enforcement officers are performing these duties without any offensive or defensive controls in place. Their only lifeline is a portable radio which has several issues in itself as mentioned previously. Traffic stops is the most hazardous task workers will be faced with in the motor registration division because they are dealing with unknown members of the public and the only information resource available to workers is MRD information from a license plate check. They have no ability to check criminal history. In addition to dealing with unknown people, they are doing this moving at high speeds in various weather/road conditions and in proximity to highways as pedestrian approaching vehicles. The facts are when you pull over strangers they may not want to talk to you. Without the knowledge to interpret physical indicators like body language and training on how to handle these situations,
an incident will occur. Ultimately you have to acknowledge that when conducting traffic stops the people officers deal with could be law abiding individuals or violent and non-violent criminals. The current communication system that the officers and inspectors use is a hazard in itself since there is no reliability if there was an emergency call. There is no assurance that anyone is listening to the radio if there is an immediate assistance call. If someone is listening it is unlikely they will know how to respond without written protocols.

Weighing and inspecting vehicles is the next most hazardous activities because they work alone in isolated locations on the highway 24 hours a day. These activities expose workers to opportunity for violence or other incidents such as medical condition (e.g. Stroke). Without an appropriate system with written protocols in place to check inspectors well being, workers could be unconscious until someone enters the weigh scale building or worst. This is not as high risk in the day time during normal working hour’s because inspectors who work alone have frequent contact with fellow officers and portable scale inspectors traveling through the area. Officers and inspectors jobs are undoubtedly more hazardous today due to increased traffic on our highways and illegal activities. With these changes comes the need for more controls. Currently these positions lack the appropriate education and training requirements that should be in the job descriptions. Officers and inspectors should be upgrading there skill set with continued on the job training. In addition to these deficiencies, PPE is also deficient in some areas for the three highest risk tasks as well as some engineering controls at weigh scale stations.

4.0 Recommendations

The following recommendations are based upon the findings of my JTAs for five tasks that are completed by highway enforcement officers and inspectors. The purposes of these recommendations are to make these tasks as safe and efficient as possible.
4.1 Controls

1. Traffic controls at weigh scale stations, these would include SLOW or REDUCE SPEED signage and speed bumps installed in driving lane of station.

2. Install new security measures at weigh scale stations for inspector’s safety:
   - These would include surveillance cameras and visible signage so members of the public would be aware of monitoring
   - Security doors (Buzzer system to allow members of public into area with security window outside of normal business hours)

4.2 Training and Education

1. 6 hr. defensive driving course

2. Emergency Vehicle driver training – 6 hr defensive driver training tailored to emergency vehicle operation coupled with in vehicle assessment and training

3. RNC Training Session: Modified “Police Vehicle Operation” training will provide officer(s) with tactics in vehicle position, site selection, approach and various violent incident tactics as well as traffic stop exercises

4. RCMP Training Sessions: Session on Verbal Judo and the principles of Communication. Session on the 16 steps that can successfully calm an aggressive, potentially violent situation. 3 hr session on scenario role playing to control your anger and diffuse others, Session on the offences of assault & obstruction of a public officer and a Session on break away holds (Defensive tactic)

5. E- Course – Violence in the Workplace: Awareness (Free 20 minute online course to increase understanding of workplace violence)

6. OHS Training: Preventing Falls from slips & Trips

7. TDG training: TDG E-Course that provides comprehensive training including emergency response and the requirements for identifying dangerous occurrences, reporting & responding to leaks/spills.

8. Preventing soft tissue injuries workshop

9. Graduation from an enforcement program for new officers and inspectors which will ensure new candidates possess the skills to fill these positions
4.3 Workplace Policies

1. Establishing a dispatch center to monitor and assist highway enforcement officers and inspectors

2. Purchase and setup devices that will record all conversations coming into a dispatch center, in the event that a dispatcher is unavailable this will allow follow up to messages.

3. Implement written protocols for checking the well being of staff working alone and for responding to emergency calls from officers & inspectors

4. Implement a work alone program for outside of regular business hours. Many industries outsource this task to other companies. Employees would have to call into an operator or automated system (e.g. every hour) when working late nights. If employees did not call back at pre-determined intervals a person would call them. Ultimately if contact is lost the employer would be notified and they would physically locate the worker.

5. Provide access to the CPIC (The Canadian Police Information Center) through a dispatch center

6. Conduct a full review of the job descriptions for officers and inspectors and increase minimum educational/professional requirements.

7. Begin cross training of highway enforcement officers and inspectors to increase number of available staff and their usefulness.

8. Establish a 3 step system in which all officers and inspectors would enter into an entry level position (e.g. Highway enforcement officer I). Staff would move into an officer II and III position for example after completing on the job training and gaining a pre-determined number of years experience. This will guarantee that staffs are acquiring the necessary skills to do the job.

4.4 Personal Protective Equipment

1. Kevlar Vests (Vests are available for single & multiple threats against firearms/commercially manufactured knives/puncture producing weapons)

2. O/C Spray (Pepper Spray)

3. Cut Resistant gloves
MRD – GUIDANCE DOCUMENT

Occupation: Highway Enforcement Officer II
Task: Ambulance Inspection

Activity or Process

Mechanical inspection of Ambulances to verify compliance with all applicable legislation and standards. Issue certificates to vehicles in compliance, or defect repair notices and out of service notices as appropriate and follow up on inspections. Ambulance Inspections require HEO’s to travel to operator sites throughout Newfoundland and Labrador twice per year (Every 6 months).

Personal Protective Equipment (PPE) and Tools/Equipment
(What you need to perform this job safely)

<table>
<thead>
<tr>
<th>Safety Footwear</th>
<th>Cut Resistant gloves</th>
<th>Flashlight</th>
<th>Wheel chocks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traffic Vests</td>
<td>Traffic Pylons</td>
<td>Creeper</td>
<td>Coveralls</td>
</tr>
<tr>
<td>Safety Glasses</td>
<td>Jacks</td>
<td>Latex Gloves</td>
<td></td>
</tr>
</tbody>
</table>

*Pending Approval

Risk Assessment

Potential hazards have been evaluated based on Severity (what is the worst possible outcome?) vs. Frequency (How often is this likely to happen?) matrix which prioritizes the hazards based on seriousness and likelihood of injury/illness.

<table>
<thead>
<tr>
<th>FREQUENCY</th>
<th>A-Highly Likely</th>
<th>B-Likely</th>
<th>C-Probable</th>
<th>D-Possible</th>
</tr>
</thead>
<tbody>
<tr>
<td>SEVERITY</td>
<td>A-Catastrophic</td>
<td>AB1</td>
<td>AC6</td>
<td>AD7</td>
</tr>
<tr>
<td></td>
<td>B-Serious</td>
<td>BA3</td>
<td>BC9</td>
<td>BD11</td>
</tr>
<tr>
<td></td>
<td>C-Moderate</td>
<td>CA5</td>
<td>CB8</td>
<td>CC12</td>
</tr>
<tr>
<td></td>
<td>D-Negligible</td>
<td>DA10</td>
<td>DC15</td>
<td>DD16</td>
</tr>
</tbody>
</table>

Priority

1-4 Most Serious: Requires immediate corrective action for workers health and safety.
5-7 Serious: Requires corrective action to minimize/eliminate the hazard as soon as possible (A.S.A.P).
8-13 Moderate: Requires corrective action to eliminate/minimize the hazard within an acceptable time frame.
14-16 Negligible: require future planning to eliminate/minimize hazards.

Safe Job Procedures

STEP 1 Travel to OPERATORS FACILITY

1. Officers will proceed to meet with vehicle operator/owner for pre-inspection meeting and request relevant documentation.
STEP 1 HAZARDS

- Traffic Incidents: can be caused by numerous factors or a combination of factors such as:
  - Road/Weather conditions
  - Driver fatigue
  - Road Rage
  - Mobile device usage
  - Offensive driving
  - Local wildlife
- Vehicle failure
- Maintenance or repair incidents (e.g. Replace flat tire)
- Objections to Inspection at this time

STEP 1 RISK ASSESSMENT

- Traffic Incidents – Moderate Risk
- Vehicle failure and maintenance or repair activities – Negligible Risk
- Objections to Inspection at this time – Negligible Risk

STEP 1 SAFE WORK PRACTICE

- An officer shall ensure that they perform scheduled check-ins @ approximately 10am and 2pm each day with either nearest weigh scale station/Manager of highway safety/deputy registrar.
- When traveling outside of cell & radio service areas notify your MRD base of operations or nearest weigh scale station of travel, expected duration and estimated return time.

STEP 1 CONTROLS

- 6 hr. defensive driving course and 6 hr. emergency vehicle driver training.
- Conduct a “Pre-trip” inspection of government vehicles.
- Training session on six principles of communication.

STEP 2 PRE- INSPECTION SAFETY/INTERIOR AMBULANCE INSPECTION

1. Cover exposed body parts (e.g. arms), wear safety vest (jackets with built in reflectors also acceptable), latex gloves and non-skid safety boots (if not already worn) approach and enter vehicle with one hand on door rail/grip and refrain from jumping/taking more than one step. In order to be safe and not bias, assume everything is infectious and practice universal precautions (See Controls).

2. Begin inspection of vehicle compartments and medical supplies/safety equipment with MRD prescribed ambulance inspection report. Return all items to their original locations and condition immediately after each item on the inspection is complete. If EMT is present, have EMT assist, EMT’s will possess more extensive knowledge of checklist item placement and hidden hazards especially if the vehicle has been recently used. If any defects are present identify on report checklist and issue appropriate notice(s).

NOTE

In the event of an incoming medical emergency return current inspection item(s) to its location/condition immediately and vacate vehicle for immediate EMT departure. Inspection will be re-started at later date/time to be determined by the officer(s).
STEP 2 HEALTH HAZARDS

- Human Waste (e.g. Hepatitis A)
- Blood or Bodily Fluids (e.g. HIV, Hepatitis B & C)
- Biobhazardous receptacles (e.g. sharp disposals, biohazard bags, reusable urinals)
- Cuts & punctures; Medical sharps (e.g. needles, scalpels)

The above hazards can be the result of recent emergency use, poor housekeeping, lack of attentiveness by individuals, incompliance with safety precautions and resultant consequences can range from general feelings of unwell to life threatening illness.

STEP 2 SAFETY HAZARDS

- Slips, trips & falls: are caused by spills, wet surfaces, obstructed view, lighting, clutter, crowding (multiple persons in ambulance) and uneven walking surfaces.
- Cuts & Punctures: are caused by contacts between exposed body parts and sharps and mechanical /structural/broken components of vehicle

STEP 2 RISK ASSESSMENT

- Health Hazards – Moderate Risk
- Safety Hazards – Moderate Risk

STEP 2 SAFE WORK PRACTICE

- Universal Precautions: To prevent getting infected with a communicable disease (e.g. HIV, Hepatitis etc.) use the following precautions
  I. Cover Cuts (any cuts or open sores on our skin should be covered with a bandage)
  II. Wear Gloves (Whenever there is any risk of coming into contact with blood or other bodily fluids, wear latex gloves and dispose of immediately after single use)
  III. Wash Hands (Wash your hands with soap and hot water for at least 20 seconds after possible contact with blood or bodily fluids)
  IV. Waterless antiseptic hand rinses are an acceptable alternative when access to hand washing facilities is limited.
  V. If there is visible soiling hands should be washed with soap and water before using waterless antiseptic hand rinse.
- An officer shall not use Gloves as a substitute for hand washing and gloves should be removed immediately after completion of task.
- An officer shall use single use disposable gloves and officers should use glove reversal techniques for glove removal.
- An officer shall consider all sharps as potentially infective.
- An officer shall not recap, bend, break or pick up any needle by hand that is not sealed in original packaging.
- Housekeeping is the most important level of protection to prevent falls due to trips and slips, an officer should request operator’s address any housekeeping issues if the vehicle compartment poses hazards to an officer.
- An officer should avoid placing hands where hidden hazards may exist if possible (e.g. Used/unfolded bed sheets/blankets, between cushioning of seats, etc...).
STEP 2 CONTROLS
- Vaccinations Program
- OHIS training on slips, trips & falls
- Workplaces where the walking surfaces are ever changing require properly fitting safety footwear. CSA approved (CSA-Z195.1-02) is recommended to determine best suited footwear, green/yellow triangle footwear are appropriate for diverse settings and high-cut boots will provide additional support against falls.
- First aid Kit and Training
- PPE: Safety boots, latex gloves and safety vests

STEP 3 PRE - INSEPECTION SAFETY/EXTERIOR INSPECTION
1. Exit vehicle with one hand on door rail/grip and refrain from jumping/taking more than one step. Before proceeding with external/under inspection of vehicle, an officer shall ensure he/she is wearing safety glasses, cut resistant gloves, safety vest, safety boots, coveralls and traffic pylons should mark the work perimeter if not at a secure traffic free site.

2. Officers will then ensure the vehicle is on a flat surface, place chocks on the back and front of rear wheel to prevent accidental movement, ensure that vehicle is off and keys are secured and use creeper for all tasks under the vehicle.

3. Proceed with inspection checklist, one officer acting as monitor and other officer completing inspection items. If any defects are present identify on report checklist and issue appropriate notice(s).

STEP 3 HAZARDS
- Cuts and abrasions: are caused by contact with structural/mechanical components (e.g. jagged/rusted metal surfaces)
- Chemical hazards: petroleum products comprise most of the possible hazards (e.g. Gasoline, oil, transmission fluid, brake fluid, engine coolants, etc.)
  - Likely routes of entry are skin absorption and inhalation (e.g. Gasoline).
  - Possible effects of short term exposure are throat irritation, dermatitis and varying skin sensitivities.
  - These hazards are the result of working in close proximity to areas of the vehicle and fluid leaks.
- Moving vehicles: Inspection sites vary from inspection to inspection, officers shall be prepared for these life threatening exposures and shall not be underestimated.
- Slips, trips & falls: Housekeeping of vehicles, limited mobility and changing walking surfaces expose officers to many opportunities to injure themselves entering/exit the vehicle as well as walking around vehicle perimeters.
- Inspection under vehicle: Working in an environment with limited mobility/lighting poses many hazards. Most notable are potential crushing of body parts (e.g. fingers/hand) due to moving components/equipment and eye damage due to falling rust/metal particles/dirt form bottom of vehicle.

STEP 3 RISK ASSESSMENT
- Inspection under vehicle – Serious
• Moving vehicles – Most Serious
• Cuts and abrasions – Moderate Risk
• Chemical hazards – Negligible Risk
• Slips, trips & falls – Moderate Risk

STEP 3 SAFE WORK PRACTICE

• Partner Monitor, one officer should be monitoring the others movements and traffic conditions while conducting external inspection at all times. Officers may rotate between monitor and inspection activities.
• Perform lockout procedures to secure vehicle (Locate and hold/assure keys of vehicle are safe to prevent vehicle/component movement)
• An officer shall not rely on jack to raise and hold a vehicle in place for the purpose of inspecting under it. Vehicles wheels require wheel chocks in the event of movement and ramps to hold a vehicle in place in case of equipment failure.
• Remove sources of ignition (e.g. heat, sparks, friction, static discharge, etc.), petroleum products are flammable.
• An officer shall wear appropriate close fitting clothing (e.g. No short/rolled up sleeves) that will not create an unnecessary hazard. High visibility coveralls (e.g. orange/yellow) would be appropriate
• An officer shall avoid direct contact with fluids/liquids and wear protective clothing/equipment.
• An officer shall perform inspections in a well ventilated area.
• An officer shall not place any body part where there is risk of crushing.
• An officer should always be alert for sharp/ jagged edges/components, fluid visible leaks and odors (e.g. Gasoline/diesel).
• An officer underneath a vehicle should remain calm at all times, move slowly until he/she has exited the space and refrain from making any sudden movements under a vehicle.

STEP 3 CONTROLS

• OHS training on slips, trips & falls
• PPE: Safety boots, traffic vests, safety glasses, cut resistant gloves and traffic pylons
• Emergency First Aid Kit and First Aid training

STEP 4 CLOSING MEETING WITH OPERATOR/OWNER

1. Issue compliance certificate, notice of repair or out of service notice and forward inspection report to National Safety Code office.

STEP 4 HAZARDS

• Workplace violence: Owner/operator becomes upset/irate over the results of an inspection is a hazard to officers; if situations are not handled correctly they have potential to turn into workplace violence. Violence at work does not mean physical assaults, it can be a range of behavior from threatening gestures (i.e. shaking fist, throwing objects), verbal threats, harassment, verbal abuse (swearing, insults, condescending language) and physical assaults.
STEP 3 RISK ASSESSMENT

- Workplace violence – Moderate Risk

STEP 4 SAFE WORK PRACTICE

- An officer should always be prepared for an adversarial response to inspection results

STEP 4 CONTROLS

- Verbal Judo and the six principles of communication
- Anger management (16 steps that can successfully calm an aggressive, potentially violent situation)

End of Day Activities

Conduct a “Post-trip” inspection of government vehicles at the end of each days travel activities

Guidance documents/ Standards/ Applicable legislation

- Newfoundland and Labrador Road Users Guide
- Canadian Centre for Occupational Health and Safety: http://www.ccohs.ca/
- MRD OHS Manual

Legislation

- Highway Traffic Act and Regulations
- NL Occupational health and Safety Act and regulations.

CSA Standards

- Z 902-04 Blood and Blood Components
- Z195.1-02 Guideline on Selection, Care and Use of Protective Footwear
Department of Government Services

Division: Motor Registration division
Occupation: Highway Enforcement Officer
Task: Ambulance Inspection

TASK PURPOSE AND IMPORTANCE
Key points to remember and "Safe Practices" required to carry out the task must be followed by all officers conducting the task. All steps, key points and safe practices must be followed in sequence to prevent injury, illness and/or damage or loss.

Potential Hazards Present

Only qualified and authorized personnel are permitted to conduct this task

<table>
<thead>
<tr>
<th>Safety Hazards</th>
<th>Vehicle failure</th>
<th>Chemical hazards</th>
<th>Moving vehicles</th>
<th>Maintenance or repair incidents</th>
<th>Objections to Inspection</th>
<th>Musculoskeletal disorders (MSD)</th>
<th>Workplace violence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Slips, trips &amp; falls</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Cuts &amp; Abrasions</td>
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<tr>
<td>Traffic Incidents</td>
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<tr>
<td>Damage to Eyes</td>
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</table>

<table>
<thead>
<tr>
<th>Health Hazards</th>
<th>Blood or Bodily Fluids</th>
<th>Biohazardous receptacles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human Waste</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cuts &amp; punctures</td>
<td></td>
<td></td>
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</tbody>
</table>

Personal Protective Equipment & Tools Required

<table>
<thead>
<tr>
<th>Safety Footwear</th>
<th>Cut Resistant gloves*</th>
<th>Coveralls</th>
<th>Wheel chocks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traffic Vests</td>
<td>Traffic Pylons</td>
<td>Creeper</td>
<td>Flashlight –</td>
</tr>
<tr>
<td>Safety Glasses</td>
<td>Jacks</td>
<td>Ramps</td>
<td>(Explosion Proof)</td>
</tr>
<tr>
<td>Latex Gloves</td>
<td></td>
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</tr>
</tbody>
</table>

*Pending Approval

Recommended Training

Differences between inspection and investigation
Preventing soft tissue injuries in the workplace
Occupational Hygiene practices

Verbal Judo and the six principles of communication
OHS training on slips, trips & falls
Emergency Level First Aid

Reviewed By: ___________________________ Signature: ___________________________ Date: / / 

Approved By: ___________________________ Signature: ___________________________ Date: / / 

day/mth/yr
<table>
<thead>
<tr>
<th>Steps To Follow</th>
<th>Key Points And Safe Practices</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PRE – INSPECTION MEETING</strong></td>
<td>1. Conduct a “Pre-trip” inspection of government vehicles before disembarking at the start of your shift</td>
</tr>
<tr>
<td>1. Meet with vehicle driver/owner</td>
<td>• If traveling outside of cell &amp; radio service areas notify your nearest weigh scale station or MRD base of operations if no stations are available of travel; the expected duration and estimated return time</td>
</tr>
<tr>
<td>2. Greet driver/owner in professional manner and explain that you are conducting their 6 month inspection today</td>
<td>4. An officer shall wear appropriate close fitting clothing (e.g. No short/rolled up sleeves) that will not create an unnecessary hazard</td>
</tr>
<tr>
<td>3. Request relevant documentation &amp; begin paperwork</td>
<td>5. In order to be safe and not bias, assume everything is infectious</td>
</tr>
<tr>
<td><strong>PRE – INSPECTION SAFETY</strong></td>
<td>• Whenever there is any risk of coming into contact with blood or other bodily fluids, wear latex gloves and dispose of immediately after single use</td>
</tr>
<tr>
<td>4. Cover exposed body pastis, wear a safety vest (jackets with built in reflectors also acceptable) and safety boots</td>
<td>6. Refrain from jumping or taking more than one step at a time</td>
</tr>
<tr>
<td>5. Before entering ambulance</td>
<td><strong>AMBULANCE INSPECTION</strong></td>
</tr>
<tr>
<td>a. Cover Cuts (any cuts or open sores on our skin should be covered with a bandage)</td>
<td>7. Return all items to their original locations and condition immediately after each item on the inspection is complete</td>
</tr>
<tr>
<td>b. Wear latex gloves</td>
<td>• Refrain from maintaining awkward postures and repetitive motions for extended periods</td>
</tr>
<tr>
<td>6. Approach ambulance and enter with one hand on door rail/grip</td>
<td>• Practice Soft tissue prevention techniques</td>
</tr>
<tr>
<td><strong>AMBULANCE INSPECTION</strong></td>
<td>• An officer should request operator’s address any housekeeping issues if the vehicle compartment poses hazards to an officer</td>
</tr>
<tr>
<td>7. Begin inspection of ambulance compartments and medical supplies/safety equipment with MRD prescribed ambulance inspection report</td>
<td>• An officer should avoid placing hands where hidden hazards may exist if possible (e.g. Used/unfolded bed sheets/blankets, between cushioning of seats, etc...).</td>
</tr>
<tr>
<td>8. If any defects are present identify on report checklist</td>
<td>• If an EMT is present, have EMT assist. EMT’s will possess more extensive knowledge of checklist item placement and hidden hazards especially if the vehicle has been recently used</td>
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<td></td>
<td>• In the event of an incoming medical emergency return current inspection item(s) to its location/condition immediately and vacate vehicle for immediate EMT departure. Inspection will be re-started at later date/time to be determined by the officer(s).</td>
</tr>
<tr>
<td>Steps To Follow</td>
<td>Key Points And Safe Practices</td>
</tr>
<tr>
<td>--------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>9. Exit ambulance with one hand on door rail/grip and</strong></td>
<td><strong>9. Refrain from jumping or taking more than one step at a time</strong></td>
</tr>
<tr>
<td>a. Remove your gloves immediately after completion of task(s)</td>
<td>• Waterless antiseptic hand rinses are an acceptable alternative when access to hand washing facilities is limited</td>
</tr>
<tr>
<td>b. Wash your hands with soap and hot water for at least 20 seconds</td>
<td>• If there is visible soiling hands should be washed with soap and water before using waterless antiseptic hand rinse</td>
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<tr>
<td></td>
<td>• An officer shall not recap, bend, break or pick up any needle by hand that is not sealed in original packaging</td>
</tr>
<tr>
<td><strong>10. Mark the work perimeter with traffic pylons and place chocks on the back and front of rear wheel</strong></td>
<td><strong>10. When working at a secure traffic free site pylons will not be required</strong></td>
</tr>
<tr>
<td><strong>11. Decide which officer is the primary and partner monitor if working in a buddy system</strong></td>
<td><strong>11. Partner Monitor, one officer should be monitoring the movements and traffic conditions</strong></td>
</tr>
<tr>
<td><strong>12. Complete inspection checklist items for external perimeter of vehicle and underneath body of vehicle while monitor identifies any defects on report checklist</strong></td>
<td><strong>12. Ensure the vehicle is on a flat surface and use a creeper &amp; safety glasses for all tasks under the vehicle body</strong></td>
</tr>
<tr>
<td></td>
<td>• Officers may rotate between monitor and inspection activities</td>
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<td></td>
<td>• An officer shall avoid direct contact with fluids/liquids and wear protective clothing</td>
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<td></td>
<td>• An officer shall perform inspections in a well ventilated area</td>
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<td></td>
<td>• An Inspector shall not place body parts in areas that have uncertain means of access and egress. (E.g. Place arms in areas of vehicle that could be ascertained with visual inspection that is too small or clothing could become entangled or trapped)An officer should always be alert for sharp/jagged edges/components, fluid visible leaks and odors (e.g., Gasoline)</td>
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<td>• An officer underneath a vehicle should remain calm at all times, move slowly until he/she has exited the space and refrain from making any sudden movements under a vehicle</td>
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<td></td>
<td>• An Inspector shall never position him/herself under a vehicle if wheel chocks are not in place</td>
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<td>• An officer shall not rely on jacks to raise and hold a vehicle in place for the purpose of inspecting under it. Vehicles wheels require wheel chocks in the event of movement and ramps to hold a vehicle in place in case of equipment failure</td>
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</tbody>
</table>
**CLOSING MEETING**

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<table>
<thead>
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<tbody>
<tr>
<td>13) An officer shall</td>
<td>13) An officer should always be prepared for an adversarial response to inspection results</td>
</tr>
<tr>
<td></td>
<td>Conduct a “Post-trip” inspection of government vehicles at the end of each day’s travel activities upon return to your MRD base of operations</td>
</tr>
<tr>
<td>a) Complete the paperwork after inspection is complete</td>
<td></td>
</tr>
<tr>
<td>b) Present results to the driver and issue compliance certificate, notice of repair or out of service notice</td>
<td></td>
</tr>
<tr>
<td>c) Return any requested documentation and forward inspection report to National Safety Code office when you return to your MRD base of operations</td>
<td></td>
</tr>
</tbody>
</table>

**Guidance documents/ Standards/ Applicable legislation**

**Guidance Documents**
- Newfoundland and Labrador Road Users Guide
- Canadian Centre for Occupational Health and Safety: [http://www.cceohs.ca/](http://www.cceohs.ca/)
- MRD OHS Manual

**Legislation**
- Highway Traffic Act and Regulations
- NL: Occupational health and safety Act and regulations.

**CSA Standards**
- Z 902-04 Blood and Blood Components
- Z195.1-02 Guideline on Selection, Care and Use of Protective Footwear
Department of Government Services

Division: Motor Registration Division
Occupation: Highway enforcement Inspector
Task: CVSA Inspection

**TASK PURPOSE AND IMPORTANCE**

Key points to remember and "Safe Practices" required to carry out the task must be followed by all officers conducting the task. All steps, key points and safe practices must be followed in sequence to prevent injury, illness and/or damage or loss.

### Potential Hazards Present

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<td>Traffic Congestion</td>
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<tr>
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<td>Cuts &amp; Abrasions</td>
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### Personal Protective Equipment & Tools Required

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<td>Wheel Chocks</td>
<td>Flashlight -</td>
</tr>
<tr>
<td>Creeper</td>
<td>Kevlar*</td>
<td>O/C Spray*</td>
<td>(explosion proof)</td>
</tr>
<tr>
<td>Metal Ruler</td>
<td>Chalk stick</td>
<td></td>
<td></td>
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*Pending Approval

### Recommended Training

- Differences between inspection and investigation
- Preventing soft tissue injuries in the workplace
- Emergency Level First Aid
- TDG training

16 steps that can successfully calm an aggressive potentially violent situation
Scenario role playing to control your anger and diffuse others

Verbal Judo and the six principles of communication
OHS training on slips, trips & falls
Violence in the Workplace: Awareness

Reviewed By: ___________________ Signature: ___________________ Date: / / /

Approved By: ___________________ Signature: ___________________ Date: / / day/mth/yr

Date of Last Revision: ___________________
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<tr>
<td><strong>SITE PLAN /SETUP</strong></td>
<td>1) Site Plans should be:</td>
</tr>
<tr>
<td>1) Create a site plan for vehicles undergoing inspection activities before you pass through the scales</td>
<td>• On level, well drained surfaces that are free from major deficiencies (e.g. pot holes, lumps that would prevent an inspector from navigating a creeper under the vehicle).</td>
</tr>
<tr>
<td></td>
<td>• Chosen with a work perimeter that allows enough space for a monitor to follow the inspector safely with passing traffic nearby and allow the inspector safe access/egress from underneath the vehicle (1-2 times the width of the largest vehicle authorized to operate through area).</td>
</tr>
<tr>
<td></td>
<td>• Marked with traffic pylons and signage to guide vehicles into inspection area and merge safely back into the exit lane.</td>
</tr>
<tr>
<td>2) Have all equipment prepared and positioned near site for fast &amp; easy access during inspection activities in such a way it does not create tripping/skateboarding hazard. (e.g. Creeper/chocks)</td>
<td>3) An officer should refrain from performing random CVSA inspections during times of peak activity at the weigh scales.</td>
</tr>
<tr>
<td><strong>Preparation for an Inspection</strong></td>
<td>4) Workers, who utilize many different pieces of PPE, shall ensure they understand their uses and any limitations.</td>
</tr>
<tr>
<td>3) Exit the weigh scale building and signal the approaching vehicle to enter marked inspection lane via hand signals/sign.</td>
<td>• Kevlar vests are available for single or multiple threats. Know what you vest provides protection against. It can be one or a combination of these threats (firearms/commercially manufactured knives/puncture producing weapons)</td>
</tr>
<tr>
<td>4) Return to weigh scale building and ensure you’re wearing a Kevlar vest. Suit up with protective coveralls with reflectors (or wear a safety vest over coveralls), cut resistant gloves, pocket flashlight (explosion proof), chalk stick, metal ruler, safety boots, safety glasses and a portable radio attached to their side.</td>
<td>• Workplaces where the walking surfaces are ever changing require properly fitting safety footwear. CSA approved (CSA-Z195.1-02) is recommended to determine best suited footwear, green/yellow triangle footwear are appropriate for diverse settings and high-cut boots will provide additional support against falls.</td>
</tr>
<tr>
<td></td>
<td>• Safety glasses frames should be as close to the face as possible, fit comfortably over the ears and should be supported by the bridge of the nose adequately.</td>
</tr>
<tr>
<td></td>
<td>• Fit testing for safety eyewear may be necessary if the above criteria cannot be reasonably satisfied for an individual.</td>
</tr>
</tbody>
</table>
### Steps To Follow

5) Check – in Procedure:
   a) Inspector(s) radio nearest available weigh scale station, if none are available contact Manager of highway safety programs /deputy registrar
   b) Identify yourself & reason for the stop
   c) Provide license plate # & location

If the license plate # is unavailable to you, indicate the:
   d) Type of vehicle (e.g. transport/flatbed/tanker) and any identifying markers (e.g. Logo/Company name
   e) When the license plate number is within visual range, radio contact and provide #

Request your contact to check in with you every 10 minutes until you notify them otherwise

6) Decide which inspector is the primary and partner monitor if working in a buddy system

### VEHICLE APPROACH: Primary Officer

7) Primary inspector shall approach from the front passenger side as shown below & perform visual inspection upon approach to the passenger side door

8) Position yourself from behind and off to the side so a driver has to turn to speak with you

9) If an inspector needs to climb up to the cab door to speak with a driver, approach from the front driver side as shown below. Request he/she exits the vehicle. Back away from the door, the exiting driver should remain in your line of sight and you should maintain a safe distance

### Key Points And Safe Practices

5) 

- Test any new/replacement equipment that you receive at the weigh scale and surrounding areas to identify any new operational limitations
- An inspector should change the inspection site if possible to eliminate these limitations

7) Visual inspection will look for indications that the vehicle may move, occupants other than driver, occupants exiting vehicle, visible weapons and potential items that can be used as weapons

9) A “safe distance” is a distance that an officer can accept/return documents in a way that requires both officer and driver to extend their reach
<table>
<thead>
<tr>
<th>Steps To Follow</th>
<th>Key Points And Safe Practices</th>
</tr>
</thead>
<tbody>
<tr>
<td>10) Greet driver in a professional manner, notify driver that you are conducting inspection(s) today. Request relevant documentation, begin paperwork and advise the driver to remain outside the driver side door</td>
<td>10) An Inspector shall remain vigilant and keep up their guard. (Assume all interactions have potential for violence)</td>
</tr>
<tr>
<td>VEHICLE APPROACH: Partner Monitor</td>
<td>• An Inspector shall notify RCMP of any suspicious activities/behavior and follow police direction.</td>
</tr>
<tr>
<td>11) Partner Monitor shall approach from behind the primary inspector and maintain a position from behind &amp; stage the side of the primary officer</td>
<td>• An Inspector shall notify RCMP and refrain from detaining any operator that has a weapon.</td>
</tr>
<tr>
<td>INSPECTION</td>
<td>• An Inspector shall notify RCMP and detain any operator that he/she reasonably believes is impaired.</td>
</tr>
<tr>
<td>12) Place chocks on the back and front of a rear wheel to prevent accidental movement</td>
<td>• If the vehicle is a TDG operator and cannot provide supporting documentation, an inspector shall contact the company transporting the goods and consult with the DEPT. of Transportation &amp; Community Services (Provincial – 729-3454) and/or Canutec (federal – (613)996-6666 (call collect 24hrs/day)</td>
</tr>
<tr>
<td>13) Partner monitor completes any paperwork during inspection (If applicable)</td>
<td>11) The partner monitor shall observe occupant(s) actions as monitor potential threats such as approaching vehicle weapons, suspicious activities, etc.</td>
</tr>
<tr>
<td>14) Advise driver not to operate any controls during inspection unless instructed by an inspector and begin bumper-to-bumper inspection</td>
<td>12) Ensure that vehicle is off and use a creeper for all tasks under the vehicle.</td>
</tr>
<tr>
<td>a) Complete inspection items under vehicle body first</td>
<td>13) Partner monitor shall keep the vehicle occupants under observation, be cautious about traffic, pay attention to the primary officer’s movements.</td>
</tr>
<tr>
<td>b) Do not handle tires/airbag chambers under the vehicle if there condition can be adequately assessed visually.</td>
<td>14) When possible avoid/minimize time around items that are leaking/poor condition</td>
</tr>
<tr>
<td>c) When performing brake test, mark rods with chalk, when ready advise driver to enter truck and apply brakes for several moments and measure with small ruler</td>
<td>• Refrain from maintaining awkward postures and repetitive motions for extended periods.</td>
</tr>
<tr>
<td>d) Complete inspection items on perimeter of vehicle, truck cabin and under vehicle hood.</td>
<td>• Practice Soft tissue prevention techniques.</td>
</tr>
<tr>
<td>e) If there is a leak/spill from a TDG vehicle, secure the area with spill barricade tape for public safety and notify the company transporting the goods. Consult with the DEPT. of Transportation &amp; Community Services (Provincial – 729-3454) and/or Canutec (federal – (613)996-6666 (call collect 24Hrs/day)</td>
<td>• Exit at an angle or sideways and on the vehicle’s side that is not bordering moving traffic. If this is not possible position yourself in a direction so approaching traffic is in your field of vision.</td>
</tr>
<tr>
<td>• Use side bars to support access/egress to truck cabin and DO NOT JUMP/LEAP from heights!</td>
<td>• An Inspector shall consult with a physician after chemical exposures.</td>
</tr>
<tr>
<td>• An Inspector should flush eyes or skin for 15-20 minutes in the event of exposure, if the chemical is known/suspect to be a corrosive chemical, flush for 30 minutes</td>
<td>• An Inspector shall not make contact with/near any moving parts while they are being tested (e.g. Brake Test).</td>
</tr>
<tr>
<td>Steps To Follow</td>
<td>Key Points And Safe Practices</td>
</tr>
<tr>
<td>----------------</td>
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</tr>
<tr>
<td>Closer Meeting &amp; Exit</td>
<td>- An Inspector shall not place body parts in areas that could become trapped or entangled.</td>
</tr>
<tr>
<td>15) An Inspector shall</td>
<td>- An Inspector shall never position him/herself under a vehicle if wheel chocks are not in place.</td>
</tr>
<tr>
<td>a) Complete the paperwork after inspection is complete</td>
<td>- An officer shall wear appropriate close fitting clothing (e.g. no short/rolled up sleeves or dangling jewelry) that will not create an unnecessary hazard.</td>
</tr>
<tr>
<td>b) Assume the same position you used during vehicle approach to speak with driver</td>
<td>16) In the event of violations capture digital images as proof of infractions (This step will not be necessary for all inspections and should be a judgment call by Inspectors)</td>
</tr>
<tr>
<td>Share the results of the inspection and:</td>
<td>- Stay professional at all times and don’t react to aggression or any other provocation</td>
</tr>
<tr>
<td>a) If vehicle passes inspection, affix sticker(s) to vehicle and return documentation</td>
<td>- Notify RCMP of situation (provide drivers license information and plates from paperwork). Finally advise manager of Highway Safety Programs/Deputy Registrar.</td>
</tr>
<tr>
<td>b) If vehicle fails inspection, state any violations, issue appropriate ticket/order for any violation(s), the appeal process and return documentation</td>
<td>- O/C spray is the last line of defense to prevent physical violence, an inspector shall always take any available escape routes to safety first.</td>
</tr>
<tr>
<td>Remove chocks, verify lane is safe to merge into and signal driver to proceed</td>
<td>- An inspector shall wear gloves when cleaning minor spills from parked vehicles and avoid all skin contact with substances.</td>
</tr>
<tr>
<td>Perform check-in with your contact if you have not done so yet and advise that inspection is finished</td>
<td>19)</td>
</tr>
<tr>
<td>Steps To Follow</td>
<td>Key Points And Safe Practices</td>
</tr>
<tr>
<td>----------------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td>c) Rinse off location with water and detergent solution</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Guidance documents/ Standards/ Applicable legislation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Guidance Documents</strong></td>
</tr>
<tr>
<td>• Official Inspection Station Manual</td>
</tr>
<tr>
<td>• Canadian Centre for Occupational Health and Safety: <a href="http://www.ccohs.ca/">http://www.ccohs.ca/</a></td>
</tr>
<tr>
<td>• National Safety Code</td>
</tr>
<tr>
<td><strong>Legislation</strong></td>
</tr>
<tr>
<td>• Highway Traffic Act</td>
</tr>
<tr>
<td>• Vehicle Regulations under the Highway Traffic Act</td>
</tr>
<tr>
<td>• Cargo Securement Regulations under the Highway Traffic Act</td>
</tr>
<tr>
<td>• NL Occupational health and Safety Act and regulations.</td>
</tr>
<tr>
<td><strong>CSA Standards</strong></td>
</tr>
<tr>
<td>• Z195.1-02 Guideline on Selection, Care and Use of Protective Footwear</td>
</tr>
</tbody>
</table>
Department of Government Services

Division: Motor Registration Division
Occupation: Highway enforcement Officer
Task: School Bus Inspection

TASK PURPOSE AND IMPORTANCE
Key points to remember and “Safe Practices” required to carry out the task must be followed by all officers conducting the task. All steps, key points and safe practices must be followed in sequence to prevent injury, illness and/or damage or loss.

Potential Hazards Present
Only qualified and authorized personnel are permitted to conduct this task

Safety Hazards
- Traffic Incidents
- Vehicle failure
- Moving vehicles
- Thrown forward
- Chemical hazards
- Fall Hazards
- Cuts and Abrasions
- Damage to Eyes
- Crushing/Pinching (Body Parts)
- Maintenance or repair incidents
- Workplace violence
- Musculoskeletal disorders (MSD)

Health Hazards
- Human Waste (e.g. Vomit, urine etc)

Personal Protective Equipment & Tools Required

- Safety Footwear
- Cut Resistant gloves*
- Coveralls
- Wheel chocks
- Traffic Vests
- Traffic Pylons
- Creeper
- Flashlight -
- Safety Glasses
- Brake Meter
- Jacks
- (Explosion Proof)
- *Pending Approval

Recommended Training

- Differences between inspection and investigation
- Preventing soft tissue injuries in the workplace
- Occupational Hygiene practices
- Verbal Judo and the six principles of communication
- OHS training on slips, trips & falls
- Emergency Level First Aid

Reviewed By: ___________________ Signature ___________________ Date: / /

Approved By: ___________________ Signature: ___________________ Date: / / day/mth/yr

Date of Last Revision: ___________________
<table>
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<tr>
<th>Steps To Follow</th>
<th>Key Points And Safe Practices</th>
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<tr>
<td><strong>PRE – INSPECTION MEETING</strong></td>
<td>1. Conduct a “Pre-trip” inspection of government vehicles before disembarking at the start of your shift</td>
</tr>
<tr>
<td>1. Meet with vehicle driver/owner.</td>
<td>• School bus Inspections require officers to perform scheduled travel to operator sites throughout Newfoundland and Labrador twice per year (Every July and December)</td>
</tr>
<tr>
<td>2. Greet driver/owner in professional manner and explain that you are conducting bi – annual inspections today.</td>
<td>• When traveling outside of cell &amp; radio service areas notify your MRD base of operations or nearest weigh scale station of travel, expected duration and estimated return time.</td>
</tr>
<tr>
<td>3. Request relevant documentation &amp; begin paperwork</td>
<td>4. An officer shall wear appropriate close fitting clothing (e.g. No short/rolled up sleeves) that will not create an unnecessary hazard</td>
</tr>
<tr>
<td><strong>PRE – INSPECTION SAFETY</strong></td>
<td>5. Refrain from jumping or taking more than one step at a time</td>
</tr>
<tr>
<td>4. Cover exposed body parts, put on safety vest, cut resistant gloves and safety boots</td>
<td>6. An officer shall be cognizant of spills/debris on floors/seating and sharp/jagged panels/surfaces of a bus.</td>
</tr>
<tr>
<td>5. Approach vehicle and enter with one hand on step railing</td>
<td>• Slips, trips &amp; falls and biological wastes (Human wastes) are the result of spills and debris left on the floors/ seating (i.e. stationery items, food, books, containers etc.). Cuts and abrasions result from contact with sharp/jagged/rough panels/surfaces (i.e. opened edges of seat coverings/metal surfaces etc.)</td>
</tr>
<tr>
<td><strong>BUS INSPECTION</strong></td>
<td>8. Refrain from jumping or taking more than one step at a time</td>
</tr>
<tr>
<td>6. Begin interior inspection of vehicle with MRD prescribed bus inspection report and complete interior inspection items from 11 categories on report.</td>
<td>9. When working at a secure traffic free site pylons will not be required</td>
</tr>
<tr>
<td>7. If any defects are present identify on report checklist.</td>
<td>10. Partner Monitor, one officer should be monitoring the others movements and traffic conditions while conducting external inspection at all times. Officers may rotate between monitor and inspection activities</td>
</tr>
<tr>
<td>8. Exit vehicle with one hand on step railing</td>
<td>11. Ensure the vehicle is on a flat surface and use a creeper &amp; safety glasses for all tasks under the body of the bus</td>
</tr>
<tr>
<td>9. Mark the work perimeter with traffic pylons and place chocks on the back and front of rear wheel</td>
<td>• An officer shall avoid direct contact with fluids/liquids and wear protective clothing</td>
</tr>
<tr>
<td>10. Decide which officer is the primary and partner monitor if working in a buddy system</td>
<td></td>
</tr>
<tr>
<td>Steps To Follow</td>
<td>Key Points And Safe Practices</td>
</tr>
<tr>
<td>----------------</td>
<td>--------------------------------</td>
</tr>
</tbody>
</table>
| 12. Setup brake meter per manufacturer's guidelines and perform & measure braking efficiency. If any defects are present identify on report checklist | • Refrain from maintaining awkward postures and repetitive motions for extended periods  
• Practice Soft tissue prevention techniques  
• An officer shall perform inspections in a well ventilated area  
• An Inspector shall not place body parts in areas that could become entrapped or entangled  
• An officer should always be alert for sharp/ jagged edges/components, fluid visible leaks and odors (e.g. Gasoline)  
• An officer underneath a vehicle should remain calm at all times, move slowly until he/she has exited the space and refrain from making any sudden movements under a vehicle  
• An Inspector shall never position him/herself under a vehicle if wheel chocks are not in place |

**CLOSING MEETING**

13) An officer shall  
   a) Complete the paperwork after inspection is complete  
   b) Present results to the driver and issue compliance certificate, notice of repair or out of service notice  
   c) Return any requested documentation and forward inspection report to National Safety Code office when you return to your MRD base of operations  

12. Assume upright posture and brace yourself. Safety footwear should provide adequate ankle and foot protection to be utilized in conjunction with bracing  

13) An officer should always be prepared for an adversarial response to inspection results  
   • Use communication techniques learned in recommended training  
   • Conduct a “Post-trip” inspection of government vehicles at the end of each days travel activities upon return to your MRD base of operations  

**Guidance Documents**
- Newfoundland and Labrador Road Users Guide  
- Brake Meter, Operators manual  
- Canadian Centre for Occupational Health and Safety: [http://www.ccohs.ca/](http://www.ccohs.ca/)  
- MRD OHS Manual  

**Legislation**
- Highway Traffic Act and Regulations  
- NL Occupational health and Safety Act and regulations.  

**CSA Standards**
- D250-07 School Buses  
- Z195.1-02 Guideline on Selection, Care and Use of Protective Footwear
Department of Government Services

Division: Motor Registration Division
Occupation: Highway enforcement Officer
Task: Area Patrol & Traffic Stops

**TASK PURPOSE AND IMPORTANCE**

Key points to remember and "Safe Practices" required to carry out the task must be followed by all officers conducting the task. All steps, key points and safe practices must be followed in sequence to prevent injury, illness and/or damage or loss.

### Potential Hazards Present

Only qualified and authorized personnel are permitted to conduct this task

<table>
<thead>
<tr>
<th>Traffic Incidents</th>
<th>Vehicle failure</th>
<th>Maintenance or repair incidents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Driver Incompliance</td>
<td>Moving Vehicles</td>
<td>Unreliable communication system</td>
</tr>
<tr>
<td>Workplace Violence</td>
<td>Slips, trips &amp; falls</td>
<td>Officer hit by opening door/jumping driver</td>
</tr>
<tr>
<td>Cuts &amp; Abrasions</td>
<td>Chemical Hazards</td>
<td>Musculoskeletal disorders (MSD)</td>
</tr>
<tr>
<td>Damage to Eyes</td>
<td></td>
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</tr>
</tbody>
</table>

### Personal Protective Equipment & Tools Required

<table>
<thead>
<tr>
<th>Safety Footwear</th>
<th>Safety Glasses</th>
<th>Traffic Vests</th>
<th>Cut Resistant gloves*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traffic Pylons</td>
<td>Coveralls</td>
<td>Wheel Chocks</td>
<td>Flashlight -</td>
</tr>
<tr>
<td>Creeper</td>
<td>Kevlar*</td>
<td>O/C Spray*</td>
<td>(explosion proof)</td>
</tr>
<tr>
<td>Cell Phone</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Pending Approval

### Recommended Training

- Differences between inspection and investigation
- Preventing soft tissue injuries in the workplace
- Emergency Level First Aid
- TDG training
- Defensive techniques
- Verbal Judo and the six principles of communication
- OHS training on slips, trips & falls
- Violence in the Workplace: Awareness
- RNC traffic stop training
- Role play scenario on controlling your own anger and diffusing others
- 16 steps that can successfully calm an aggressive potentially violent situation
- Scenario role playing to control your anger and diffuse others

Reviewed By:________________________ Signature:________________________ Date: / / 

Approved By:______________________ Signature:________________________ Date: / / day/mth/yr

Date of Last Revision____________
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<tr>
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<th>Key Points And Safe Practices</th>
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</thead>
<tbody>
<tr>
<td><strong>PREPARATION</strong></td>
<td>1) An officer shall conduct himself with an awareness approach to safety</td>
</tr>
<tr>
<td>1) Conduct a “Pre-trip” inspection of government vehicle and PPE/Tools.</td>
<td>• An officer shall be cognizant of spills/debris around the perimeter of vehicle and sharp/jagged panels/surfaces of the vehicle</td>
</tr>
<tr>
<td>a) Check Emergency equipment, brakes, radio (Portable &amp; mounted radio) and tires</td>
<td>• An officer shall address any hazards due to housekeeping issues</td>
</tr>
<tr>
<td>b) Check coolant level and fan belt, check oil/hydraulic level and condition, check fluid leaks, and check light, horn, mirrors, and wipers</td>
<td>• Complete &amp; Practice OHS Training: Preventing Falls from Slips &amp; Trips</td>
</tr>
<tr>
<td>c) Check for defects on the body and general cleanliness of vehicle.</td>
<td>2) Practice defensive driving techniques learned from a 6 hr defensive driving course</td>
</tr>
<tr>
<td>d) Inventory - fire extinguishers, flares, first aid kit &amp; tools (jacks, ramps, flashlight etc)</td>
<td>• When working alone an officer shall not operate a radio/hand held cell phone while operating a motor vehicle unless a hands free device has been provided</td>
</tr>
<tr>
<td>2) Area Patrol: Patrol the highways and roadways where commercial vehicles are in transit, identifying vehicle violations.</td>
<td>• When officers work in a buddy system, the officer sitting in the passenger seat shall always operate the radio/hand held cell phone</td>
</tr>
<tr>
<td><strong>STOP PHASE: Preparing for a traffic stop</strong></td>
<td>3) Site selection criteria:</td>
</tr>
<tr>
<td>3) Choose an appropriate site which does not create an unacceptable level of risk to pull over vehicles</td>
<td>• Wait for vehicles to pass bridges or exit/entrance ramps before signaling vehicles to stop</td>
</tr>
<tr>
<td>4) Check - in Procedure:</td>
<td>• Avoid hills, curves, turns, areas with soft shoulders, mud, sand or ditches/slopes</td>
</tr>
<tr>
<td>a) Officers Radio nearest available weigh scale station, if none are available contact Manager of highway safety programs/deputy registrar</td>
<td>• Check traffic flow and try to avoid making stops in high volume areas (e.g. Pull onto an empty lot if possible)</td>
</tr>
<tr>
<td>b) Identify yourself &amp; reason for the stop</td>
<td>• Try to select sites that eliminate/minimize the hazard of traffic (e.g. empty lots/parking lots etc.)</td>
</tr>
<tr>
<td>c) Provide license plate # &amp; location</td>
<td>• When office(s) travel outside of cell and radio service areas notify your supervisor. If he/she is unavailable leave a voice mail with expected duration you will be unreachable and your location</td>
</tr>
</tbody>
</table>

Section 22(1)(c)
<table>
<thead>
<tr>
<th>Steps To Follow</th>
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</thead>
<tbody>
<tr>
<td>If the license plate is unavailable to you, indicate the:</td>
<td>• If you were unable to reach your supervisor but left a voice mail message, then notify the nearest available weigh scale with the same info as a precautionary backup</td>
</tr>
<tr>
<td>d) Type of vehicle (e.g. transport/flabed/tanker) and any identifying markers (e.g. Logo/Company name)</td>
<td>5) If a vehicle fails to comply, an officer shall pursue the vehicle from a safe distance (approximately 1 car length for every 15km/hr) and notify the RNC/RCMP. Provide all information pertaining to the vehicle to the police.</td>
</tr>
<tr>
<td>e) When the license plate number is within visual range, radio contact and provide #</td>
<td>• Practice emergency vehicle driving techniques learned from a 6 Hr defensive course tailored for emergency vehicle operation</td>
</tr>
<tr>
<td>f) Request your contact to check in with you every 10 minutes until you notify them otherwise</td>
<td></td>
</tr>
<tr>
<td>5) Activate Emergency Equipment to initiate vehicle stop.</td>
<td>7) The Primary Officer performs the greeting and maintains contact with the driver</td>
</tr>
<tr>
<td>6) Choose one of two appropriate positions to park your vehicle when exiting highways/roadways</td>
<td>• Partner monitor functions as an additional set of eyes and ears for a two officer team</td>
</tr>
<tr>
<td>a) In-line Position: Position the vehicle behind the stopped vehicle with the front wheels turned right</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Diagram of In-line Position" /></td>
<td></td>
</tr>
<tr>
<td>b) Off-set Position: Off-set the vehicle to the left of the stopped vehicle with the front wheels turned right</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Diagram of Off-set Position" /></td>
<td></td>
</tr>
<tr>
<td>7) After vehicles have stopped, officer(s) shall:</td>
<td></td>
</tr>
<tr>
<td>a) Decide which officer is the primary and partner monitor if working in a buddy system</td>
<td></td>
</tr>
<tr>
<td>b) Check rearview/side view mirrors and take a look over your shoulder for approaching traffic before exiting vehicle</td>
<td></td>
</tr>
<tr>
<td>c) Ensure exposed body parts are covered, wear, Kevlar vests, safety vests (Jackets with built in reflectors are acceptable), non-skid safety boots are worn.</td>
<td></td>
</tr>
<tr>
<td>Steps To Follow</td>
<td>Key Points And Safe Practices</td>
</tr>
<tr>
<td>--------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>d) Ensure cut resistant gloves, &amp; pocket flashlight is on at least one officer and portable radio is on the officer acting as partner monitor.</td>
<td>8) Visual inspection will look for other occupants, occupants exiting vehicle, visible weapons, potential items that can be used as weapons and vehicle defects</td>
</tr>
<tr>
<td>e) Setup several traffic pylons on outer edge of road’s shoulder from behind enforcement vehicle to the top of the stopped vehicle during the approach (commercial vehicle stops only)</td>
<td>11) An Officer shall remain vigilant and keep up their guard. (Assume all interactions have potential for violence).</td>
</tr>
<tr>
<td>VEHICLE APPROACH: Primary Officer</td>
<td>• An Inspector shall notify RCMP of any suspicious activities/behavior and follow police direction.</td>
</tr>
<tr>
<td>8) Primary officer shall approach from the rear of the stopped vehicle &amp; perform a visual inspection upon approach to the diver side door</td>
<td>• An Inspector shall notify RCMP and refrain from detaining any operator that has a weapon.</td>
</tr>
<tr>
<td>9) Position yourself behind the vehicle door and off to the side, so a diever has to turn to speak with you.</td>
<td>• If the vehicle is a TDG operator and cannot provide supporting documentation, an inspector shall contact the company transporting the goods and consult with the DEPT. of Transportation &amp; Community Services (Provincial – 729-3454) and/or Canute (federal – (613)996-6666) (call collect 24hrs/day)</td>
</tr>
<tr>
<td>10) If an officer needs to climb up to the cab door to speak with a driver, request he/she exit the vehicle. Back away from the door, the exiting driver should remain in your line of sight and you should maintain a safe distance.</td>
<td></td>
</tr>
<tr>
<td>11) Greet the driver in a professional manner, state reason for stop, request relevant documentation, begin paperwork and advise the driver to remain outside the diver side door</td>
<td></td>
</tr>
<tr>
<td>VEHICLE APPROACH: Partner Monitor</td>
<td>12) The partner monitor shall observe occupant(s) actions as well as monitor potential threats such as approaching vehicles, weapons, suspicious activities, etc.</td>
</tr>
<tr>
<td>12) Partner Monitor shall approach from behind the primary officer and maintain a position from behind &amp; staggered to the side of the primary officer</td>
<td></td>
</tr>
<tr>
<td>INSPECTION</td>
<td>13) Always utilize safety glasses, creeper &amp; coveralls if he/she determines they need to inspect item(s) under the vehicle body</td>
</tr>
<tr>
<td>13) An officer shall advise the driver to remain next to the driver side door unless instructed otherwise and if inspection/vehicle examination is required proceed to a – f, if not proceed to step 14:</td>
<td></td>
</tr>
<tr>
<td>Steps To Follow</td>
<td>Key Points And Safe Practices</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>a) Place chucks on the front &amp; back of a rear wheel and proceed with inspection duties as they relate to the vehicle stop (To be determined by the officer(s)). The primary officer will perform inspection/vehicle examination and a second officer will act as partner monitor.</td>
<td>- An officer shall ensure that their glasses fit properly: Frames should be as close to the face as possible, fit comfortably over the ears and should be supported by the bridge of the nose adequately.</td>
</tr>
<tr>
<td>b) The partner monitor shall keep the vehicle occupants under observation, be cautious about traffic, pay attention to the primary officer's movements and complete any paperwork at this time</td>
<td>- When exiting from underneath a vehicle, exit at an angle or sideways and on the vehicle's side that is not bordering moving traffic. If this is not possible, position yourself in a direction so approaching traffic is in your field of vision.</td>
</tr>
</tbody>
</table>
| c) If there is a leak/spill from a TDG vehicle, secure the area with spill barricade tape for public safety and notify the company transporting the goods. Consult with the Dept. of Transportation & Community Services (Provincial - 729-3454) and/or Canutec (Federal - (613)996-6666) (call collect 24 hrs/day) | - An officer shall only position themselves between their vehicle and a stopped vehicle if the driver is outside the vehicle or the vehicle keys have been secured by an officer and:  
  - If it is at a secure traffic free site  
  - If it is absolutely necessary as part of their duties an officer shall maintain this position for a short period & only under the supervision of a partner monitor. |
| d) After inspection/examination is complete return all equipment to your vehicle (e.g., creeper, chucks, etc.) | - Lone officers shall only position themselves between their vehicle and a stopped vehicle if the driver is outside the vehicle or the vehicle keys have been secured by an officer and if at a secure traffic free site. |
|  | - If there is a leak/spill from a TDG vehicle, secure the area with spill barricade tape for public safety and notify the company transporting the goods. Consult with the Dept. of Transportation & Community Services (Provincial - 729-3454) and/or Canutec (Federal - (613)996-6666) (call collect 24 hrs/day) |

CLOSING MEETING & EXIT

14) An officer shall:

a) Complete the paperwork after inspection/vehicle examination is complete

b) Assume the same position you used during vehicle approach to speak with driver.

c) Present results to the driver, the reason for the stop, issue the appropriate ticket/order for violation(s) if applicable and the appeal process.

d) Return the drivers documentation, indicate your intention to leave, exit the perimeter of the vehicle and collect traffic pylons en route to enforcement vehicle.

e) Indicate your intention to move from park with signal lights, check over your shoulder to ensure there is no vehicle in your blind spot and merge back into faster traffic.

f) Turn off emergency lights when safely merged back into traffic.

14) An officer should make eye contact with drivers this sends the message that you can identify them if you need to.

- Any person could be dangerous, watch there body language and try not to react with aggressive body language yourself
- Remain professional, do not argue with anyone, use communication techniques learned in training to control a situation and prevent violence
- Partner monitor shall watch for any inappropriate actions until primary officer reaches his/her position. Both officer(s) will then continue to exit and remain alert until safely clear of vehicle and driver.
- If an officer believes physical confrontation is imminent return to your vehicle and advise your supervisor.
<table>
<thead>
<tr>
<th>Steps To Follow</th>
<th>Key Points And Safe Practices</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• An officer shall accelerate smoothly and avoid hard braking when merging back into traffic</td>
</tr>
</tbody>
</table>

**Guidance Documents/ Standards/ Applicable legislation**

- Newfoundland and Labrador Road Users Guide
- Canadian Centre for Occupational Health and Safety: [http://www.ccohs.ca/](http://www.ccohs.ca/)
- MRD OHS Manual

**Legislation**

- Highway Traffic Act
- Vehicle Regulations under the Highway Traffic Act
- Cargo Securement Regulations under the Highway Traffic Act
- NL Occupational health and Safety Act and regulations.

**CSA Standards**

Z195.1-02 Guideline on Selection, Care and Use of Protective Footwear
Department of Government Services

Division: Motor Registration Division
Occupation: Highway Enforcement Inspector
Task: Weighing & inspecting vehicles at a fixed location

TASK PURPOSE AND IMPORTANCE
Key points to remember and "Safe Practices" required to carry out the task must be followed by all officers conducting the task. All steps, key points and safe practices must be followed in sequence to prevent injury, illness and/or damage or loss.

Potential Hazards Present
Only qualified and authorized personnel are permitted to conduct this task

<table>
<thead>
<tr>
<th>Hazard</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle Collisions</td>
<td>Damage to Eyes</td>
</tr>
<tr>
<td>Driver Incompliance</td>
<td>Moving Vehicles</td>
</tr>
<tr>
<td>Workplace Violence</td>
<td>Slips, trips &amp; falls</td>
</tr>
<tr>
<td>Cuts &amp; Abrasions</td>
<td>Chemical Hazards</td>
</tr>
<tr>
<td>Unreliable communication system</td>
<td>Officer hit by opening door/jumping driver</td>
</tr>
<tr>
<td>Musculoskeletal disorders (MSD)</td>
<td></td>
</tr>
</tbody>
</table>

Personal Protective Equipment & Tools Required

<table>
<thead>
<tr>
<th>Equipment</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety Footwear</td>
<td>Safety Glasses</td>
</tr>
<tr>
<td>Traffic Pylons</td>
<td>Coveralls</td>
</tr>
<tr>
<td>Creeper</td>
<td>Kevlar Vests*</td>
</tr>
</tbody>
</table>

*Pending Approval

Recommended Training

- Differences between inspection and investigation
- Preventing soft tissue injuries in the workplace
- Emergency Level First Aid
- TDG training

16 steps that can successfully calm an aggressive potentially violent situation
Scenario role playing to control your anger and diffuse others

Verbal Judo and the six principles of communication
OHS training on slips, trips & falls
Violence in the Workplace: Awareness

Reviewed By:________________________ Signature:________________________ Date: / / 

Approved By:_______________________ Signature:_______________________ Date: / / day/mth/yr

Date of Last Revision __________________
<table>
<thead>
<tr>
<th>Steps To Follow</th>
<th>Key Points And Safe Practices</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SITE PLAN /SETUP</strong></td>
<td>1) Site Plans should be:</td>
</tr>
<tr>
<td>1) Create a site plan for vehicles that you will request to park after they pass through the scales</td>
<td>• On level, well drained surfaces that are free from major deficiencies (e.g. pot holes, lumps that would prevent an inspector from navigating a creeper under the vehicle).</td>
</tr>
<tr>
<td>2) Have all equipment prepared and positioned near site for fast &amp; easy access during inspection activities</td>
<td>• Chosen with a work perimeter that allows enough space for a monitor to follow the inspector safely with passing traffic nearby and allow the inspector safe access/egress from underneath the vehicle (1-2 times the width of the largest vehicle authorized to operate through area).</td>
</tr>
<tr>
<td><strong>VISUAL INSPECTION</strong></td>
<td>• Marked with traffic pylons and signage to guide vehicles into inspection area and merge safely back into the exit lane.</td>
</tr>
<tr>
<td>3) Perform a visual inspection of all vehicles passing through the weigh scales</td>
<td>• Test any new/replacement equipment that you receive at the weigh scale and surrounding areas to identify any new operational limitations.</td>
</tr>
<tr>
<td>4) If vehicle passes visual inspection proceed to 6) - 9) &quot;Weighing Vehicles&quot;</td>
<td>• An inspector should change the inspection site if possible to eliminate these limitations.</td>
</tr>
<tr>
<td>5) If a visual inspection fails or is suspect; proceed to (10) - 3) &quot;Visual Inspection Fails&quot;</td>
<td>2) Equipment should be position in such a way that it does not create a tripping/skateboarding hazard (e.g. Creeper/chocks).</td>
</tr>
<tr>
<td>3) Visual Inspection shall be cognizant of:</td>
<td></td>
</tr>
<tr>
<td>a) Mechanical/structural concerns</td>
<td></td>
</tr>
<tr>
<td>b) Cargo securement</td>
<td></td>
</tr>
<tr>
<td>c) Load Dimensions</td>
<td></td>
</tr>
<tr>
<td>d) Trailers, excluding transport trailers (e.g. Are lights/brakes operational/trailer licensed)</td>
<td></td>
</tr>
<tr>
<td>e) General Condition of vehicle</td>
<td></td>
</tr>
<tr>
<td>5) If a vehicle fails visual inspection, continue to monitor vehicle weights to ensure it is acceptable</td>
<td></td>
</tr>
</tbody>
</table>
### Steps To Follow

<table>
<thead>
<tr>
<th>WEIGHING VEHICLES</th>
<th>Key Points And Safe Practices</th>
</tr>
</thead>
</table>
| 6) Monitor weight distribution and total weight of vehicle  
   a) Run plates of vehicle if vehicle or trailer are suspect or at random intervals |
| 7) If vehicle weight and plates are acceptable, provide green light and repeat process for next vehicle starting at 3), if not proceed to 8) |
| 8) If information obtained from vehicle plates requires it to be taken out of service an Inspector shall:  
   a) Detain by holding vehicle in place with red light (stop)  
   b) Notify and consult with the RCMP for best course of action (RCMP will have full access to criminal records to advise if detention is safe)  
   c) Follow RCMP recommendation(s) |
| 9) When plates are OK but vehicle is overweight:  
   a) provide yellow light “Park & Report”  
   b) Secure bldg if not already secure (e.g. Ensure doors are closed & locked) |
| Perform Check – in Procedure  
  c) Radio nearest available weigh scale station, if none are available contact Manager of highway safety programs/deputy registrar  
  d) Identify yourself & reason for the stop  
  e) Provide license plate # & your location |
| If the license plate # is unavailable to you, indicate the:  
  f) Type of vehicle (e.g. transport/flattened/tanker) and any identifying markers (e.g. Logo/Company name)  
  g) When the license plate number is within visual range, radio contact and provide #  
  h) Request your contact to check in with you every 10 minutes until you notify them otherwise  
  i) Greet driver in a professional manner at security glass, inform of violation, request documentation, complete paperwork,  
  j) Re-iterate the reason for the stop, advise of violations, issue the appropriate ticket/order for violation(s) and inform of the appeal process  
  k) Return the drivers documentation  
  l) Check-in with your contact if you have not done so yet and advise that vehicle stop is complete |
| 8) Motor registration information that could require a vehicle to be taken out of service would be Suspension, substantial fines etc |
| 9) Ensure you are wearing a Kevlar Vest  
  • An Inspector shall remain vigilant and keep up their guard. (Assume all interactions have potential for violence)  
  • An Inspector shall notify RCMP of any suspicious activities/behavior and follow police direction,  
  • An Inspector shall notify RCMP and refrain from detaining any operator that has a weapon  
  • An Inspector shall notify RCMP and detain any operator he/she reasonably believes is impaired  
  • If the vehicle is a TDG operator and cannot provide supporting documentation, an inspector shall contact the company transporting the goods and consult with the DEPT. of Transportation & Community Services (Provincial – 729-3454) and/or Canute (federal – (613)996-6666 (call collect 24hrs/day)  
  • Stay professional at all times and don’t react to aggression or any other provocation  
  • O/C spray is the last line of defense to prevent physical violence, an inspector shall always take any available escape routes to safety first |

**Section 22(1)(f)**
**Steps To Follow**

<table>
<thead>
<tr>
<th>VISUAL INSPECTION FAILS</th>
<th>Key Points And Safe Practices</th>
</tr>
</thead>
<tbody>
<tr>
<td>10) Run plates of vehicle if vehicle or trailer are suspect or at random intervals</td>
<td>11) Motor registration information that could require a vehicle to be taken out of service would be suspension, substantial fines etc</td>
</tr>
<tr>
<td>11) If information obtained from vehicle plates requires it to be taken out of service an Inspector shall:</td>
<td></td>
</tr>
<tr>
<td>a) Detain by holding vehicle in place with red light (stop) Notify and consult with the RCMP for best course of action (RCMP will have full access to criminal records to advise if detention is safe).</td>
<td></td>
</tr>
<tr>
<td>b) Follow RCMP recommendation(s)</td>
<td></td>
</tr>
<tr>
<td>12) When plates are ok but a vehicle fails visual inspection:</td>
<td>12) Ensure you are wearing a Kevlar vest and ensure doors are closed &amp; locked</td>
</tr>
<tr>
<td>a) signal the driver with the yellow indicator light “Park &amp; Report”</td>
<td>• Ensure you are wearing safety vest/jacket with reflectors, safety boots &amp; carry cut resistant gloves/pocket flashlight and portable radio on your side</td>
</tr>
<tr>
<td>b) Secure building if it is not already secure</td>
<td>• An Inspector shall remain vigilant and keep up their guard. (Assume all interactions have potential for violence)</td>
</tr>
<tr>
<td><strong>Perform Check – in Procedure</strong></td>
<td>• An Inspector shall notify RCMP of any suspicious activities/behavior and follow police direction.</td>
</tr>
<tr>
<td>c) Radio nearest available weigh scale station, if none are available contact Manager of highway safety programs/deputy registrar</td>
<td>• An Inspector shall notify RCMP and refrain from detaining any operator that has a weapon</td>
</tr>
<tr>
<td>d) Identify yourself &amp; reason for the stop</td>
<td>• Any inspection items will be determined by the Inspector(s) based on the reason for detention</td>
</tr>
<tr>
<td>e) Provide license plate # &amp; your location</td>
<td>• Stay professional at all times and don’t react to aggression or any other provocation</td>
</tr>
<tr>
<td><strong>If the license plate # is unavailable to you, indicate the:</strong></td>
<td></td>
</tr>
<tr>
<td>f) Type of vehicle (e.g. transport/flatbed/tanker) and any identifying markers (e.g. Logo/Company name)</td>
<td>• If the vehicle is a TDG operator and cannot provide supporting documentation, an inspector shall contact the company transporting the goods and consult with the DEPT. of Transportation &amp; Community Services (Provincial – 729-3454) and/or Canutec (federal – (613)996-6666 (call collect 24hrs/day).</td>
</tr>
<tr>
<td>g) When the license plate number is within visual range, radio contact and provide #</td>
<td></td>
</tr>
<tr>
<td>h) Request your contact to check in with you every 10 minutes until you notify them otherwise</td>
<td></td>
</tr>
<tr>
<td><strong>Greeting</strong></td>
<td></td>
</tr>
<tr>
<td>i) Greet driver in a professional manner at security glass, explain the reason for the stop (and that you will be examining the vehicle if applicable)</td>
<td></td>
</tr>
<tr>
<td>j) Request relevant documentation and begin paperwork.</td>
<td></td>
</tr>
<tr>
<td>k) Advise driver to return to vehicle and wait by driver side door for instruction (if vehicle examination/inspection is not applicable proceed to 8)</td>
<td></td>
</tr>
<tr>
<td>Steps To Follow</td>
<td>Key Points And Safe Practices</td>
</tr>
<tr>
<td>----------------</td>
<td>--------------------------------</td>
</tr>
<tr>
<td><strong>Vehicle Approach and examination</strong></td>
<td>• Partner monitor acts as a second set of eyes &amp; ears observing occupant(s) actions and monitoring other potential threats (e.g. traffic, violence etc.)</td>
</tr>
<tr>
<td>l) If working in a buddy system decide which inspector will act as primary inspector and partner monitor</td>
<td>• Visual inspections will look for driver/occupants exiting vehicle, occupants other than driver, additional vehicle violations, visible weapons, approaching traffic</td>
</tr>
<tr>
<td>m) Primary inspector approach vehicle from rear driver side &amp; perform visual inspection upon approach to the driver side door</td>
<td>• An inspector shall never place themselves under a vehicle without chocks in place</td>
</tr>
<tr>
<td>n) Partner Monitor approach from behind the primary inspector and maintain a position from behind &amp; staggered to the side of the primary officer</td>
<td>• Any inspection items will be determined by the Inspector(s) based on the reason for detention</td>
</tr>
<tr>
<td><strong>Vehicle examination</strong></td>
<td>• An inspector shall always utilize safety glasses, coveralls and creeper if he/she determines that they need to inspect item(s) throughout the bottom of the vehicle</td>
</tr>
<tr>
<td>o) Place chocks on the back and front of a rear wheel to prevent accidental movement</td>
<td>• An Officer shall never jump/Leap up or down from the elevated surfaces (e.g. Flatbed etc.).</td>
</tr>
<tr>
<td>p) Proceed with examination/inspecting of vehicle</td>
<td>• Refrain from maintaining awkward postures and repetitive motions for extended periods</td>
</tr>
<tr>
<td>q) If there is a leak/spill from a TDG vehicle, secure the area with spill barricade tape for public safety and notify the company transporting the goods. In addition to the transporting company consult with the Dept. of Transportation &amp; Community Services (Provincial – 729-3454) and/or Canute (Federal – (613)996-6666 (call collect 24hrs/day)</td>
<td>• Practice Soft tissue prevention techniques</td>
</tr>
<tr>
<td>r) After inspection/vehicle examination is finished, complete all the paperwork</td>
<td>• An Inspector shall not place body parts in areas that could become trapped or entangled</td>
</tr>
<tr>
<td><strong>Closing meeting</strong></td>
<td>• RCMP notify situation (provide drivers license information and plates from paperwork). Finally advise manager of Highway Safety Programs/Deputy Registrar.</td>
</tr>
<tr>
<td>s) Position yourself from behind and off to the side so a driver has to turn to speak with you</td>
<td></td>
</tr>
<tr>
<td>t) If an inspector needs to climb up to the cab door to speak with a driver, request he/she exits the vehicle. Back away from the door, the exiting driver should remain in your line of sight and you should maintain a safe distance</td>
<td></td>
</tr>
<tr>
<td>u) Re-iterate the reason for the stop, advise of violations, issue the appropriate ticket/order for violation(s) and inform of the appeal process</td>
<td></td>
</tr>
<tr>
<td>v) Return the drivers documentation</td>
<td></td>
</tr>
<tr>
<td>13) Remove chocks, verify lane is safe to merge into and signal driver to proceed</td>
<td></td>
</tr>
<tr>
<td>14) Perform check-in with your contact if you have not done so yet and advise that the vehicle stop is complete</td>
<td></td>
</tr>
<tr>
<td>15) Clean up any leaking oil, grease, fuel and other slipping or fire hazards immediately after vehicle exits.</td>
<td>15) An inspector shall wear gloves when cleaning minor spills from parked vehicles and avoid all skin contact with substances</td>
</tr>
<tr>
<td>Steps To Follow</td>
<td>Key Points And Safe Practices</td>
</tr>
<tr>
<td>--------------------------------------------------------------------------------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td>a) Spills shall be transferred into disposable containers</td>
<td></td>
</tr>
<tr>
<td>b) Absorb remaining films with non-combustible absorbent material</td>
<td></td>
</tr>
<tr>
<td>c) Rinse off location with water and detergent solution</td>
<td></td>
</tr>
</tbody>
</table>

**Guidance Documents/Standards/Applicable Legislation**

**Guidance Documents**
- Official Inspection Station Manual
- Canadian Centre for Occupational Health and Safety:
- National Safety Code

**Legislation**
- Highway Traffic Act
- Vehicle Regulations under the Highway Traffic Act
- Cargo Securement Regulations under the Highway Traffic Act
- NL Occupational health and Safety Act and regulations.

**CSA Standards**
Z195.1-02 Guideline on Selection, Care and Use of Protective Footwear
**JOB TASK ANALYSIS FORM**

**Task:** Ambulance Inspection  
**Occupation:** Highway Enforcement officer  
**Location(s):** Southern Shore

<table>
<thead>
<tr>
<th>Task Step</th>
<th>Hazards</th>
<th>Controls</th>
<th>Risk</th>
</tr>
</thead>
</table>
| Travel to location                                                       | • Traffic incidents (can be caused by weather/road conditions, driver fatigue, road rage, mobile device usage, offensive driving, local wild life, impaired drivers), vehicle failure | Defensive driving training, Pre-trip inspection of government vehicles, When traveling outside of cell & radio service areas notify your MRD base of operations or nearest weigh scale station of travel, expected duration and estimated return time, dispatch center | • Traffic Incidents – Moderate Risk  
• Vehicle failure - Negligible Risk                                      |
| Greet driver or owner, obtain documents, begin paper work                | n/a                                                                    | n/a                                                                     | n/a                                       |
| Begin inspection of vehicle compartments and medical supplies/safety equipment with MRD prescribed ambulance inspection report | HEALTH HAZARDS  
• Human Waste  
• Blood or Bodily Fluids (e.g. Cracked coverings in mattresses and head braces)  
• Biohazardous receptacles (e.g., sharp disposals, biohazard bags, reusable urinals)  
• Cuts & punctures: Medical sharps | Practice Universal Precautions, Vaccinations Program, OHS training on slips, trips & falls, First aid Kit and Training, PPE: Safety boots, latex gloves and safety vests | • Health Hazards – Moderate Risk  
• Safety Hazards – Moderate Risk                                      |

**Analysis Completed by:**  
**Date:** June 25, 2008  
**Section 30(1)**
<table>
<thead>
<tr>
<th>Task Step</th>
<th>Hazards</th>
<th>Controls</th>
<th>Risk</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SAFETY HAZARDS</strong></td>
<td>• Slips, trips &amp; falls</td>
<td>Hold on to hand railing/grip and stay alert</td>
<td>• Fall Hazards — Moderate risk</td>
</tr>
<tr>
<td>Exit vehicle</td>
<td>• Cuts &amp; Abrasions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>External Inspection</td>
<td>• Fall Hazards</td>
<td>Partner Monitor, one officer should be monitoring the others movements and traffic conditions while conducting external inspection at all times. Use chocks, creepers, ramps, coveralls PPE: Safety boots, traffic vests, safety glasses, cut resistant gloves, traffic pylons, first aid kit and training, eye wash pak</td>
<td>• Moving vehicles — Most Serious</td>
</tr>
<tr>
<td><strong>issue compliance certificate, notice of repair or out of service notice, and return any requested documentation and forward inspection report to National Safety Code office at the next available moment</strong></td>
<td>• workplace violence; Owner/operator becoming upset/irate over the results of an inspection</td>
<td>An officer should always be prepared for an adversarial response to inspection results and principles of communication training</td>
<td>• Workplace violence — Moderate Risk</td>
</tr>
</tbody>
</table>
# JOB TASK ANALYSIS FORM

**Task:** CVSA Inspection  
**Occupation:** Highway Enforcement Inspector  
**Location(s):** Fox trap weigh scales

<table>
<thead>
<tr>
<th>Task Step</th>
<th>Hazards</th>
<th>Controls</th>
<th>Risk</th>
</tr>
</thead>
</table>
| Setup inspection site            | - Slips, trips & falls  
|                                  | - Moving traffic  
|                                  | - Unsecure loads  
|                                  | - Disgruntled operators                 | Traffic controls(speed bumps, slow/reduce speed signs) safety footwear, traffic vests, written site plan criteria | - Moving traffic – Most serious risk  
|                                  |                                        |                                | - Unsecure loads – Serious risk  
|                                  |                                        |                                | - Slips, Trips & Falls – Moderate Risk |
| Plan for vehicle selection       | - Traffic congestion - collisions      | • refrain from performing random CVSA inspections during times of peak activity at the weigh scales, safety vests, signage | Traffic congestion – Serious risk |
| Exit weigh scale house and signal approaching vehicle to enter marked inspection lane. Return to weigh scale house and suited up with PPE, radio and equipment | n/a                                     | n/a                                            | n/a |
| Approach Vehicle                 | - Workplace violence – driver exits and confronts inspector | Written procedures for working alone and vehicle stops, dedicated radio dispatch center, training in communication principles and techniques | Workplace violence – serious risk |

**Analysis Completed by:** [Redacted]  
**Date:** June 23, 2008
<table>
<thead>
<tr>
<th>Task Step</th>
<th>Hazards</th>
<th>Controls</th>
<th>Risk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Greet the driver, explain the reason for the stop, request documentation, begin paperwork</td>
<td>• Workplace violence - resistance to inspections, exhibiting aggressive attitude</td>
<td>• Remain professional and focus on the task, approach driver side and perform visual inspections for other occupants, approaching vehicles and any threatening actions. Speak to driver form behind door or request to exit vehicle if you need to climb up to truck</td>
<td>Workplace violence – Serious risk</td>
</tr>
<tr>
<td>Begin bumper to bumper inspection:</td>
<td>• Moving Vehicles &amp; Traffic Congestion</td>
<td>• Safety eyewear &amp; fit testing, Eye Wash station, safety boots, TDG training, coveralls with traffic reflectors, cut resistant gloves, traffic pylons, wheel chocks, creeper, First Aid Kit &amp; training, soft tissue injury prevention, avoid components in poor condition (e.g. tires &amp; air bags)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Crushing/Pinching (brake test)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Cuts &amp; Abrasions</td>
<td></td>
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<td></td>
<td>• Damage to the Eyes</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Cuts &amp; Abrasions</td>
<td></td>
<td></td>
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<td></td>
<td>• Slips, Trips &amp; Falls</td>
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<tr>
<td></td>
<td>• Chemical Hazards</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Musculoskeletal disorders (MSD)</td>
<td></td>
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<tr>
<td></td>
<td>• Airbags could explode</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Complete paperwork and present results of inspection to driver, affix sticker on window and side of vehicle</td>
<td>• Moving traffic</td>
<td>• Remain calm and professional, training in communication and defusing situations, safety vests, signs, speed bumps, hire employees with law enforcement background, defensive training, PPE(Kevlar &amp; O/C</td>
<td>• Workplace Violence – Most Serious</td>
</tr>
<tr>
<td></td>
<td>• Workplace violence - Driver argues and becomes abusive/threatening behavior, escalates to physical violence</td>
<td></td>
<td>• Moving traffic – Serious</td>
</tr>
<tr>
<td>Task Step</td>
<td>Hazards</td>
<td>Controls</td>
<td>Risk</td>
</tr>
<tr>
<td>------------------------</td>
<td>----------------------------------------------</td>
<td>--------------------------------------------------------------------------</td>
<td>-----------------------------</td>
</tr>
<tr>
<td>Return Vehicle to</td>
<td>Traffic collision</td>
<td>Site plans, traffic pylons, safety vest, clearly identified exit route,</td>
<td>Traffic collision –</td>
</tr>
<tr>
<td>driving lane</td>
<td>– collide with vehicles while merging</td>
<td>slow/reduce speed signage, back up towards weigh scale house away from</td>
<td>Serious Risk</td>
</tr>
<tr>
<td></td>
<td></td>
<td>the direction of merging vehicle</td>
<td></td>
</tr>
</tbody>
</table>
# JOB TASK ANALYSIS FORM

**Task:** School Bus Inspection  
**Occupation:** Highway Enforcement Officer  
**Location(s):** Ferry Land

<table>
<thead>
<tr>
<th>Task Step</th>
<th>Hazards</th>
<th>Controls</th>
<th>Risk</th>
</tr>
</thead>
</table>
| Travel to location | • Traffic incidents (can be caused by weather/road conditions, driver fatigue, road rage, mobile device usage, offensive driving, local wildlife, impaired drivers), • vehicle failure | Defensive driving training, Pre-trip inspection of government vehicles, When traveling outside of cell & radio service areas notify your MRD base of operations or nearest weigh scale station of travel, expected duration and estimated return time, dispatch center | • Traffic Incidents – Moderate Risk  
• Vehicle failure – Negligible Risk |
| Greet driver or owner, obtain documents, begin paper work | n/a | n/a | n/a |
| Begin interior inspection with MRD prescribed bus inspection report and complete interior inspection items from 11 categories on report. If any defects are present identify on report checklist. | • Slips, Trips & Falls  
• Cuts & Abrasions  
• Biological Waste (Human Waste) | OHS training on slips and falls, hold on to hand railing cut resistant gloves, safety boots and vests, first aid kit and training, When traveling outside of cell & radio service areas notify your MRD base of operations or nearest weigh scale station of travel, expected duration and estimated return time | • All Hazards – Moderate Risk |
| Exit vehicle | • Fall Hazards | Hold on to hand railing and stay alert | • Fall Hazards – Moderate risk |

**Analysis Completed by:**  
**Date:** June 24, 2008
<table>
<thead>
<tr>
<th>Task Step</th>
<th>Hazards</th>
<th>Controls</th>
<th>Risk</th>
</tr>
</thead>
</table>
| External Inspection| • Cuts and abrasions                          | Partner Monitor, one officer should be monitoring the others movements and traffic conditions, portable eye wash pak, Safety footwear, cut resistant gloves, high visibility traffic vests, traffic pylons, safety glasses and coveralls, First Aid Kit and First Aid training, site selection | • Moving Vehicles – Most Serious risk  
• Crushing/pinching – Serious risk  
• Damage to eyes – serious risk  
• Cuts & Abrasions – Moderate Risk  
• Slips, Trips & Falls – Moderate Risk  
• Chemical Hazards – Negligible risk |
| Brake Test         | • Thrown forward in the bus                   | Assume upright posture and brace yourself, safety footwear should provide adequate ankle and foot protection to be utilized in conjunction with bracing | • Thrown Forward in seat – Negligible risk |
| Issue compliance certificate, notice of repair or out of service notice, and return any requested documentation and forward inspection report to National Safety Code office at the next available moment | • workplace violence; Owner/operator becoming upset/irate over the results of an inspection | • An officer should always be prepared for an adversarial response to inspection results and principles of communication training | • Workplace violence – Moderate Risk |
# JOB TASK ANALYSIS FORM

**Task:** Area patrol and traffic stop  
**Occupation:** Highway enforcement officers  
**Location(s):** Southern Shore

<table>
<thead>
<tr>
<th>Task Step</th>
<th>Hazards</th>
<th>Controls</th>
<th>Risk</th>
</tr>
</thead>
</table>
| Officers patrol highways enforcing traffic act and regulations, Officers decide to stop a vehicle | • Traffic incidents (can be caused by weather/road conditions, driver fatigue, road rage, mobile device usage, offensive driving, local wildlife, impaired drivers), • vehicle failure | Defensive driving course, Preventative maintenance program, Pre – Inspection of vehicles | • Traffic Incidents – Moderate Risk  
• Vehicle failure - Negligible Risk |
| Activate emergency equipment to pull over vehicle | • Driver incompance – Vehicle fails to stop, Vehicle increases speed and flees, Vehicle fails to yield to traffic controls (e.g. Stop/yield signs, traffic lights etc.) | Written response procedures (e.g. Call police) | • Driver incompance – Serious Risk  
Section 22(1)(c) |
| Radio location to weigh scale station and stop the vehicle | • Traffic incident – rear end collision, side swipes | Develop site plan criteria, vehicle position (e.g. in line position, offset position), keep emergency equipment on, rear end chevron markings on trucks, provide license plate # to weigh scale station and get MRD info (e.g. Suspended driver) | Traffic incidents – Most Serious  
Section 30(1) |

**Analysis Completed by:**  
Date: June 20, 2008
<table>
<thead>
<tr>
<th>Task Step</th>
<th>Hazards</th>
<th>Controls</th>
<th>Risk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exited and approached vehicle</td>
<td>• Moving vehicles – pedestrian officer hit by cars</td>
<td>Check mirrors, have one officer monitor others actions (partner monitor), traffic stop training, setup traffic pylons, wear high visibility traffic vests and safety boots.</td>
<td>• Moving vehicles – Most Serious risk</td>
</tr>
<tr>
<td></td>
<td>• workplace violence (occupant exits, becomes confrontational, verbally abusive and/or physical)</td>
<td></td>
<td>• workplace violence - Most Serious risk</td>
</tr>
<tr>
<td></td>
<td>• “slips, trips &amp; falls”</td>
<td></td>
<td>• Slips, trips &amp; falls Moderate Risk</td>
</tr>
<tr>
<td>Position when speaking to driver</td>
<td>• Officer gets hit by vehicle door or exiting driver</td>
<td>Position yourself behind door and off to side; driver has to turn to speak with you. Back away from door and request driver exit when dealing with large vehicles Wear Kevlar vest, have O/C in truck.</td>
<td>• Officer hit by opening door jumping driver – Most serious risk</td>
</tr>
<tr>
<td></td>
<td>• Officer falls off vehicle climbing up to larger vehicles, driver/occupant has a weapon</td>
<td></td>
<td>• Violence – Most Serious risk</td>
</tr>
<tr>
<td>Greet driver, reason for stop, request documentation.</td>
<td>• Workplace violence (driver/occupant argues, verbally abusive, physical confrontation)</td>
<td>non-violent prevention training, defensive training, effective communication training, PPE, refrain from physical confrontation whenever possible</td>
<td>• Workplace violence - Most serious risk</td>
</tr>
<tr>
<td>Inspect/examine vehicle. May examine anything on vehicle from bumper to bumper</td>
<td>• Cuts &amp; abrasions, moving vehicles passing by, chemical hazards,</td>
<td>Use chocks on wheels, use safety glasses, creeper, coveralls &amp; cut resistant gloves, eye wash pak, fit testing for glasses, TDG training,</td>
<td>• Moving Vehicles – Most Serious Risk</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Damage to the Eyes – Serious Risk</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Cuts &amp; Abrasions, “Slips, trips &amp; falls”. Chemical Hazards – Moderate Risk</td>
</tr>
<tr>
<td>Task Step</td>
<td>Hazards</td>
<td>Controls</td>
<td>Risk</td>
</tr>
<tr>
<td>-----------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td>Write up ticket, out of service order or warning ticket as is appropriate (if applicable)</td>
<td>Workplace violence – driver argues and escalates to verbal abuse and threats</td>
<td>Partner monitor observes actions, call police, flee, training in defusing confrontations, workplace violence awareness and defensive techniques</td>
<td>Workplace violence – Most Serious</td>
</tr>
<tr>
<td>Return documents and notice/ticket.</td>
<td>Workplace violence - driver argues and escalates physical violence</td>
<td>Partner monitor actions, call police, flee, training in defusing confrontations and defensive techniques, PPE, screen new hires for law enforcement background Panic button on portable radio, dedicated dispatcher to monitor radio</td>
<td>Workplace violence – Most Serious</td>
</tr>
<tr>
<td>Exit &amp; Return to your vehicle</td>
<td>Driver follows – potential for assault</td>
<td>Partner monitor, keeps watch for vehicle occupants and traffic, PPE.</td>
<td>Moving Vehicles – Most Serious Risk</td>
</tr>
<tr>
<td>Merge back into traffic</td>
<td>Traffic incident-collide with another vehicle</td>
<td>Keep emergency lights on until merged back safely, defensive driving training, accelerate smoothly and avoid hard braking until merged back into traffic</td>
<td>Workplace violence – Most Serious</td>
</tr>
</tbody>
</table>

Section 22(1)(c); Section 22(1)(f)  
Sectin 22(1)(c); Section 22(1)(f)
# JOB TASK ANALYSIS FORM

**Task:** Weighing & inspecting at a fixed location  
**Occupation:** Highway enforcement inspector  
**Location(s):** Fox Trap Weigh scales

<table>
<thead>
<tr>
<th>Task Step</th>
<th>Hazards</th>
<th>Controls</th>
<th>Risk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inspectors monitor Vehicles driving through weigh scale station. Vehicles stop for weighing, inspector(s) performs visual inspection on vehicle for any violations/defects, run license plates and check weight</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

- Working alone with public on highway 24 hrs/day.  
- Unreliable communication system.  
- Unsecure loads

- Work Alone contact Centre & work alone program, dedicated radio dispatcher, written procedures for stopping vehicles, working alone and working outside normal business hours, Run license plates in MRD database

- Working alone – Most Serious Risk  
- Unreliable communication system – Serious Risk

<table>
<thead>
<tr>
<th>Task Step</th>
<th>Hazards</th>
<th>Controls</th>
<th>Risk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signals vehicles with yellow light to park and report if over weight. Inspectors go out to vehicle on scale when there are vehicle violations (e.g., cargo secure). Instructs them of problem or tells to park and report</td>
<td>• workplace violence – driver argues and /or becomes abusive in weigh scale house</td>
<td>Training in communication techniques and defusing confrontation, written vehicle stop procedures, lock doors to bldg, install cameras, security door and surveillance signage, PPE</td>
<td>• Workplace Violence – Most Serious risk</td>
</tr>
</tbody>
</table>

Analysis Completed by: [Handwritten Name]  
Date: June 20, 2008

Section 30(4)(c)
<table>
<thead>
<tr>
<th>Task Step</th>
<th>Hazards</th>
<th>Controls</th>
<th>Risk</th>
</tr>
</thead>
<tbody>
<tr>
<td>If vehicle is overweight, complete paperwork, issue ticket and provide appeal process</td>
<td>- Workplace violence – driver argues and escalates to verbal abuse, threats and physical abuse</td>
<td>Training in defensive tactics, non-violent intervention, PPE(Keelar vest), security wicket, program landline phone with emergency contacts, call police, dedicated dispatcher or working alone contact center for late encounters</td>
<td>- Workplace violence – most serious risk</td>
</tr>
</tbody>
</table>
| If vehicle failed visual inspection inspector had vehicle park. Inspectors exit and approach vehicle | - Slips, trips & falls, Moving vehicles passing along in lane along side scale house and Vehicle flees workplace violence – driver exits upon approach and confronts inspector | Traffic Controls (Slow or Reduce Speed Panels and Traffic Pylons, speed bumps) OHS Training: Preventing falls An officer shall keep their guard up and have portable radio and other PPE(traffic vests, safety boots, traffic pylons set up) Create a site plan for vehicles Communication training | - Moving Vehicles, Vehicle Flees & Workplace Violence – Most Serious Risk
- Slips, trips & falls – Moderate Risk                                          |
| Perform vehicle examination/inspection                                     | - Cuts and abrasions, Slips, trips & falls, Chemical hazards, Damage to eyes, Moving vehicle | Traffic Controls, ohs training: preventing slips trips & falls, PPE(traffic vests, cut resistant gloves,safety glasses) glasses fit testing, eye | - Moving Vehicles – Most Serious risk
- Damage to the Eyes – Serious Risk
- Cuts & Abrasions, “Slips, Trips & Falls” and Chemical Hazards – Moderate Risk |
<table>
<thead>
<tr>
<th>Task Step</th>
<th>Hazards</th>
<th>Controls</th>
<th>Risk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete paper work; present to driver any tickets, out of service orders or warning tickets. Provide appeal process information</td>
<td>Musculoskeletal disorders (MSD)</td>
<td>wash station, safety boots, wheel chocks, creeper, coveralls, training in soft tissue injury prevention</td>
<td>• MSD – Moderate Risk</td>
</tr>
<tr>
<td>Return documents and any tickets/orders</td>
<td>Workplace violence – driver argues and becomes verbally abusive</td>
<td>Training in communication principles and defusing confrontational situations</td>
<td>• Workplace violence – Most serious risk</td>
</tr>
<tr>
<td>Return vehicle to highway and return to weigh scale house</td>
<td>Workplace violence - Driver follows inspector • Vehicle crash during merging back into traffic</td>
<td>Panic button on portable radio, dedicated dispatcher to monitor radio, training in defensive techniques, Return to weigh scale house and notify police, request, PPE(Kevlar vest, O/C spray), screen new hires for law enforcement background</td>
<td>• Workplace violence – Most serious risk • Vehicle crash – Most Serious risk</td>
</tr>
</tbody>
</table>
MRD – GUIDANCE DOCUMENT

Occupation: Highway Enforcement Inspector
Task: Inspecting vehicles at a fixed location (CVSA Inspections)

Activity or Process

Provides operation of permanent weigh scales to protect the infrastructure of the provinces highways and bridges by ensuring vehicle weights and dimensions comply with the vehicle regulations of the Highway Traffic Act. Warning or violation tickets are issued to violators and followed up with prosecution action through provincial court if required.

Personal Protective Equipment (PPE) and Tools/Equipment
(What you need to perform this job safely)

<table>
<thead>
<tr>
<th>Safety Footwear</th>
<th>Safety Glasses</th>
<th>Traffic Vests</th>
<th>Cut Resistant gloves*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traffic Pylons</td>
<td>Coveralls</td>
<td>Wheel Chocks</td>
<td>Flashlight -</td>
</tr>
<tr>
<td>Creeper</td>
<td>Metal Ruler</td>
<td>Chalk stick</td>
<td>(explosion proof)</td>
</tr>
<tr>
<td>Kevlar Vests*</td>
<td>O/C Spray*</td>
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<td></td>
</tr>
</tbody>
</table>

*Pending Approval

Risk Assessment

Potential hazards have been evaluated based on Severity (what is the worst possible outcome?) vs. Frequency (How often is this likely to happen?) matrix which prioritizes the hazards based on seriousness and likelihood of injury/illness.

<table>
<thead>
<tr>
<th>FREQUENCY</th>
<th>A-Highly Likely</th>
<th>B-Likely</th>
<th>C-Probable</th>
<th>D-Possible</th>
</tr>
</thead>
<tbody>
<tr>
<td>A-Catastrophic</td>
<td>AA1</td>
<td>AB2</td>
<td>AC6</td>
<td>AD7</td>
</tr>
<tr>
<td>B-Serious</td>
<td>BA5</td>
<td>BB4</td>
<td>BC9</td>
<td>BD11</td>
</tr>
<tr>
<td>C-Moderate</td>
<td>CA5</td>
<td>CB8</td>
<td>CC12</td>
<td>CD14</td>
</tr>
<tr>
<td>D-Negligible</td>
<td>DA10</td>
<td>DB13</td>
<td>DC15</td>
<td>DD16</td>
</tr>
</tbody>
</table>

Priority

1-4 Most Serious: Requires immediate corrective action for workers health and safety.
5-7 Serious: Requires corrective action to minimize/eliminate the hazard as soon as possible (A.S.A.P).
8-13 Moderate: Requires corrective action to eliminate/minimize the hazard within an acceptable time frame.
14-16 Negligible: require future planning to eliminate/minimize hazards

Safe Job Procedures

Check – In Procedure

Inspectors shall review and practice check – in procedures outlined below each day!

Every Inspector at a fixed location shall have 1 Designated contact to perform check – in procedures with and 2 Back – up contacts in the event that 1 or more contacts are un-reachable.
**Designated Contact:** Will be the Inspector at the nearest operating Weigh scale station

**Back-up 1:** Manager of Highway Safety Programs

**Back-up 2:** Deputy Registrar

Beginning of shift check - in
An Inspector shall radio/telephone their contact at the start of each shift to ensure an inspector has arrived at the station safely (Note: This procedure will not apply to 24 hr stations)

End of shift check - out
An Inspector shall radio/telephone their contact before leaving the weigh scale station at the end of each shift to ensure an inspector has departed the station safely (Note: This procedure will not apply to 24 hr stations)

Supervisor: _______________ (Work Cell)

_______________ (Home)

**STEP 1 SITE PLAN/SETUP**

1) Inspector(s) at each Weigh Scale Site shall develop a site plan for CVSA inspection activities. There should be a site plan for vehicles undergoing inspection activities before you pass through the scales. Thereby allowing traffic to proceed smoothly and any vehicles required to "park and report" will not create traffic congestion due to a CVSA inspection. Site Plans should be:

a) On level, well drained surfaces that are free from major deficiencies (e.g. pot holes, lumps that would prevent an inspector form navigating a creeper under the vehicle).

b) Chosen with a work perimeter that allows space for a monitor to follow inspector safely with passing traffic and inspector can safely exit from underneath the vehicle (1-2 times the width of the largest vehicle authorized to operate through area).

c) Marked with traffic pylons and signage to guide vehicles into inspection area and merge safely back into the exit lane

2) Have all equipment prepared and positioned near site for fast & easy access during inspection activities in such a way it does not create tripping/skateboarding hazard.(e.g. Creeper/chocks)

**STEP 1 HAZARDS**

- Slips, Trips & Falls – Results from changing walking surfaces (e.g. unleveled pavement, walking on flatbeds or other vehicle surfaces, etc.)

**STEP 1 RISK ASSESSMENT**

- Slips, Trips & Falls – Moderate Risk

**STEP 1 CONTROLS**

- OHS Training: Preventing falls from slips & trips
- High-cut safety boots will provide additional support against falls upon contact with the ground from an elevated surface
STEP 2 VEHICLE SELECTION/PRE – INSPECTION SAFETY/APPRAOCH

1) Vehicle selection is determined by scheduled CVSA inspection Blitz’s or at the discretion of inspector(s).

2) An Inspector will exit their facility and signal approaching vehicle to enter marked inspection lane via hand signals/sign. Inspector will return to weigh scale house and suit-up with protective coveralls with reflectors (or wear a safety vest over coveralls), cut resistant gloves, pocket flashlight (explosion proof), chalk stick, metal ruler, safety boots (if not already worn), safety glasses and a portable radio attached to their side.

3) Radio nearest available weigh scale station, if none are available contact Manager of highway safety programs/deputy registrar via radio and:
   i) Identify yourself and location
   ii) Provide license plate # and purpose of the stop
   iii) Advise your contact to check in with you every 10 minutes until you notify them otherwise

   If the license plate # is unavailable to you, indicate the:
   iv) Type of vehicle (e.g. transport/flatbed/tanker) and any identifying markers (e.g. Logo/Company name
   v) When the license plate number is within visual range, radio contact and provide #

4) If working with a fellow inspector, one inspector shall act as a partner monitor. Partner Monitor shall approach from behind the other officer and maintain a position from behind & positioned to the right side of the other inspector. He/she shall act as a second set of eyes & ears observing occupant(s) actions as well as monitor potential threats (e.g. approaching vehicles, weapons, suspicious activities, etc.) If you do not have a partner, ignore and proceed to sub – step 4)

5) Approach vehicle & perform visual inspection upon approach to the driver side door (Visual inspection will look for other occupants, occupants exiting vehicle, visible weapons, potential items that can be used as weapons as well as vehicle defects).

6) Position yourself from behind and off to the side so a driver has to turn to speak with you. Request he/she exits the vehicle and back away from the door, the exiting driver should remain in your line of sight and you should maintain a safe distance (This is a distance that an officer can accept/return documents in a way that requires both officer and driver to extend their reach)

7) Greet driver in a professional manner, notify driver that you are conducting inspection(s) today. Request relevant documentation, begin paperwork and advise the driver to remain outside the driver side door

NOTE: If the vehicle is a TDG operator and cannot provide supporting documentation an inspector shall contact the company transporting the goods and consult with the DEPT. of Transportation & Community Services (Provincial – 729-3454) and/or Canutec (federal – (613)996-6666 (call collect 24hrs/day)
STEP 2 HAZARDS

• Traffic congestion – Traffic conditions will always have a degree of unpredictability, therefore traffic flow may increase at times and create lines of traffic for weighing or inspection. During periods of congestion driver impatience/road rage/inattentiveness may cause accidents.
• Slips, Trips & Falls – Changing walking surfaces (e.g. climbing up to cab of vehicles) create hazards.
• Moving Traffic – Moving vehicles in close proximity to pedestrians will always create hazards even at low speeds and has potential for inspector-vehicle impact.
• Workplace Violence – Objections to Inspection (Violent/Argumentative behaviour) – These behaviors can be prompted for multiple reasons. Operators conducting illegal activities, their mental condition and/or demeanor can vary, for such reasons a routine manner like inspections can escalate into a hazardous situation if not handled properly for each circumstance.
• Unreliable communication system – Relying on other employees to perform check in procedures when inspectors perform stops alone leaves inspectors vulnerable if there was an emergency because they are engaged in the same activities and could neglect that duty.

STEP 2 RISK ASSESSMENT

• Moving Traffic – Most Serious
• Workplace Violence, Traffic congestion, Unreliable communication system – Serious Risk
• Slips, Trips & Falls – Moderate Risk

STEP 2 SAFE WORK PRACTICES

• An Inspector shall remain vigilant and keep up their guard. (Assume all interactions have potential for violence).
• An Inspector shall notify RCMP of any suspicious activities/behavior and follow police direction.
• An Inspector shall notify RCMP and refrain from detaining any operator that has a weapon
• An Inspector should refrain from performing random CVSA inspections during times of peak activity at the weigh scales

STEP 2 CONTROLS

• Work Alone contact Centre & work alone program (Out-sourced/government operated are acceptable) or dedicated dispatcher for inspectors and officers
• RCMP Training Sessions: Session on Verbal Judo and the principles of Communication, Session on the 16 steps that can successfully calm an aggressive potentially violent situation, 3 hr session on scenario role playing to control your anger and diffuse others, Session on the offences of assault & obstruction of a public officer and a Session on break away holds (Defensive tactic)
• E- Course – Violence in the Workplace: Awareness (Free 20 minute online course to increase understanding of workplace violence)
• Pre-Employment Screening

1) Applicants shall have law enforcement training and previous experience should be highly desired
STEP 3 CVSA INSPECTION

1) When ready place chocks on the back and front of a rear wheel to prevent accidental movement, ensure that vehicle is off and keys are secured and use creeper for all tasks under the vehicle.

2) If working with a fellow inspector, one inspector shall act as a partner monitor. Partner Monitor shall monitor the other inspector and complete any paperwork. He/she shall also act as a second set of eyes & ears observing occupant(s) actions as well as monitor potential threats (e.g. approaching vehicles, weapons, suspicious activities, etc.) If you do not have a partner, ignore and proceed to sub—step 3)

3) Begin bumper to bumper inspection and:
   i) Advise operator not to operate any controls during inspection unless instructed.
   ii) Complete inspection items under vehicle first and when possible avoid/minimize time around items that are leaking/poor condition.
   iii) Exit from underneath a vehicle at an angle or side and in the direction so approaching traffic is in an Inspectors field of vision.
   iv) When performing brake test advise operator not to use brakes until instructed. Remove your gloves while marking rods with chalk because bulky gloves may make this task more hazardous and then proceed with additional operator instructions.
   v) Refrain from handling tires/airbag chambers under the vehicle when there condition can be adequately assessed visually.
   vi) Complete inspection items on perimeter of vehicle, truck cabin (Use side bars to support access/egress to cabin and DO NOT JUMP/LEAP!) and under vehicle hood.

NOTE: If there is a leak/spill from a TDG vehicle, secure the area with spill barricade tape for public safety and notify the company transporting the goods. Consult with the Dept. of Transportation & Community Services (Provincial – 729-3454) and/or Canutee (Federal – (613)996-6666 (call collect 24Hrs/day)

STEP 3 HAZARDS

- Moving Vehicles & Traffic Congestion
- Crushing/Pinching (e.g. Fingers/Hand) – Results from fingers/hands being trapped between mechanical components in the course of testing (e.g. Brake Test)
- Damage to the Eyes – Results from dirt/rust/liquids falling or being jarred from vehicle and
falling into unprotected eyes during inspection under vehicle.

- **Cuts & Abrasions** – Results from contact between sharp/jagged/irregular metal surfaces and exposed body parts or high energy impacts capable of causing damage through protective clothing.
- **Slips, Trips & Falls**
- **Chemical Hazards** – Are the result of petroleum products (e.g. Diesel, oil, transmission fluid, brake fluid, engine coolants, etc.) and TDG operators
  - Likely routes of entry are skin absorption and inhalation
  - These hazards are the result of working in close proximity to areas of the vehicle and fluid leaks.

**STEP 3 RISK ASSESSMENT**

- Moving Vehicles – Most Serious
- Traffic Congestion, Crushing/Pinching & Damage to the Eye(s) – Serious Risk
- Cuts & Abrasions, “Slips, Trips & falls”, Chemical hazards – Moderate Risk

**STEP 3 SAFE WORK PRACTICES**

- An Inspector shall ensure that their glasses fit properly: Frames should be as close to the face as possible, fit comfortably over the ears and should be supported by the bridge of the nose adequately
- An Inspector shall consult with a physician after chemical exposures.
- An Inspector shall not make contact with/near any moving parts while they are being tested (e.g. Brake Test).
- An Inspector shall not place body parts in areas that have uncertain means of access and egress. (E.g. Place arms in areas of vehicle that could be ascertainment with visual inspection that is too small or clothing could become entangled or trapped).
- An Inspector shall not position him/herself under a vehicle if wheel chocks are not in place.
- An officer shall wear appropriate close fitting clothing (e.g. no short/rolled up sleeves or dangling jewelry) that will not create an unnecessary hazard

**STEP 3 CONTROLS**

- Safety eyewear & fit testing
- Eye Wash station (An Inspector should flush eyes or skin for 15-20 minutes in the event of exposure, if the chemical is known/suspect to be a corrosive chemical, flush for 30 minutes)
- High-cut safety boots will provide additional support against falls upon contact with the ground from an elevated surface.
- RCMP Training Session: Session on the differences between Inspection and Investigation (Investigating when Inspection is the role can hold consequences an Inspector is not equipped to handle).
- TDG training: TDG E-Course that provides comprehensive training including emergency response and the requirements for identifying dangerous occurrences, reporting & responding to leaks/spills and more.
- PPE: Safety footwear, safety glasses, coveralls with traffic reflectors, cut resistant gloves, traffic pylons, wheel chocks, creeper
- First Aid Kit and Emergency Level first Aid Training
STEP 4 CLOSING MEETING/EXIT

1) Inspector(s) complete paperwork and presents results of Inspection to the driver. Advise the driver to exit and maintain a safe distance outside of immediate reach (this is a distance that an Inspector can return documents in a way that requires both the Inspector(s) and driver to extend their arms) Share the results of the inspection and:

   i) If vehicle passes inspection, affix sticker(s) to vehicle and return documentation
   OR
   ii) State any violations, issue appropriate ticket/order for any violation(s), the appeal process and return documentation

2) In the event of violations capture digital images as proof of infractions (This step will not be necessary for all inspections and should be a judgment call by Inspectors)

3) Remove chocks, verify lane is safe to merge into and signal driver to proceed.

4) Perform scheduled check-in if you have not done so yet

5) Clean up any leaking oil, grease, fuel and other slipping or fire hazards immediately after vehicle exits.
   i) Spills shall be transferred into disposable containers
   ii) Absorb remaining films with non-combustible absorbent material
   iii) Rinse off location with water and detergent solution

STEP 4 HAZARDS

- Workplace Violence - Driver argues, driver becomes abusive (e.g. swearing/insults), driver exhibits threatening behavior (e.g. shaking fists, throwing objects), driver makes verbal threats (any expression to cause harm), property damage and physical attacks.
- Traffic collision – is the result of merging vehicle(s) re-entering into main lane of weigh scale station after an inspection. Contributing factors may be speed, inattentiveness by drivers, operating equipment while driving (e.g. cell phone/radio etc.)

STEP 4 RISK ASSESSMENT

- Workplace Violence - Most Serious
- Traffic collision – Moderate Risk

STEP 4 SAFE WORK PRACTICES

- An inspector shall remain vigilant and keep up there guard (Assume all interactions have potential for violence)
- An Inspector shall notify RCMP of any suspicious activities/behavior and follow police direction
- An Inspector shall notify RCMP and refrain from detaining any operator that has a warrant
- An Inspector shall notify RCMP of situation (provide drivers license information and plates from paperwork) and advise manager of Highway Safety Programs/Deputy Registrar
• Don’t react to aggression or any other provocation

STEP 4 CONTROLS

• RCMP Training Sessions: Session on Verbal Judo and the principles of Communication. Session on the 16 steps that can successfully calm an aggressive potentially violent situation. 3 hr session on scenario role playing to control your anger and diffuse others. Session on the offences of assault & obstruction of a public officer and a Session on break away holds (Defensive tactic).
• E- Course – Violence in the Workplace: Awareness (Free 20 minute online course to increase understanding of workplace violence. )
• Establish a recognizable signal with your check – in contact which indicates that you need assistance ( This is beneficial when you are in a compromising situation and cannot speak freely
• Pre-Employment Screening
  1) Applicants shall have law enforcement training and previous experience should be highly desired
• PPE: Kevlar vest(s) (Vests available for single & multiple threats against firearms/commercially manufactured knives/puncture producing weapons), O/C spray, traffic pylons, safety footwear, traffic vests.

Guidance documents/ Standards/ Applicable legislation

Guidance Documents
• Official Inspection Station Manual
• Canadian Centre for Occupational Health and Safety: http://www.ccohs.ca/
• National Safety Code

Legislation
• Highway Traffic Act
• Vehicle Regulations under the Highway Traffic Act
• Cargo Securement Regulations under the Highway Traffic Act
• NL Occupational health and Safety Act and regulations.

CSA Standards
Z195.1-02 Guideline on Selection, Care and Use of Protective Footwear
Current Safe Work Procedures for

Highway Enforcement Officers and Inspectors
Safe Work Procedure
Working Alone and After Business Hours

Department and Program: Service NL
Date Approved: March 26, 2015
Date Reviewed: 

This Safe work Procedure must be reviewed any time the task, equipment, or materials change at a minimum every three years.

DO NOT perform this procedure until you have been appropriately trained and authorized to do so by your supervisor.

Required Training
- Site orientation.
- First Aid/CPR (if applicable).
- Familiarization with this Safe Work Procedure.

Required Personal Protective Equipment and Devices
- PPE is task specific.

Potential Hazards
- Not receiving medical or other attention if required.
- Physical violence from intruder.
- Slips, trips and falls.

Pre-Operational Safety Checks
- Conduct Hazard Assessment.
- Prepare a Work Plan.

Prohibited Activities
- Intentionally left blank.

Safe Work Procedure
- Whenever an employee must work alone, a work plan, which considers the location and potential hazards of the work, must be prepared.
- The work plan must be reviewed by the employee, supervisor and any other party who is mentioned in the plan (i.e. call-in location) before work starts.
- The same work plan may be used on future occasions provided any changes are reviewed by the employee, supervisor and any other party mentioned in the plan before work starts.
- The work plan should include instructions for action in case an Intruder enters the building.
- When working alone in an office or base:
  a. Let a supervisor, manager, friend or family member know you are working and when you expect to leave.
  b. Use sign-in procedures for late work (if applicable).
  c. Check that doors and windows in your work area are locked and remain locked after business hours.
  d. Only authorized persons should be allowed to enter the building.
  e. Before dark, move your car to a well-lit area, close to the building.
  f. If you encounter someone unfamiliar, indicate that you are not alone.
Call police or security officers if you suspect some one is lurking outside.

b. Upon exiting the work area/building ensure all doors and windows are locked

- When working alone in a mobile vehicle or in the field:
  a. The work plan must establish intervals for contacting the base or office during normal operations (i.e. every two hours).
  b. A means of communications, such as mobile radio, cell phone, or land line phone, must be established.
  c. The employee must contact the base or office upon entering or leaving the vehicle.
  d. When an employee has not contacted the base or office as scheduled, the contact person must try to contact the employee.
  e. When it is not possible to contact the employee, the contact person must ask another base or office to try to contact the employee (to overcome radio or cell phone dead zones).
  f. When the employee still cannot be contacted, the supervisor must be notified and a search commenced.

REPORT ANY HAZARDOUS SITUATION TO YOUR INSTRUCTOR/SUPERVISOR IMMEDIATELY

Housekeeping
- Intentionally left blank

Guidance Documents/ Standards/ Applicable Legislation/ Other:
- Occupational Health and Safety Act & Regulations.

Date Written: March 26, 2012
Date Revised:

Approved By: Robert Whitten (Director)
Date Approved: March 26, 2012
Signature: Robert Whitten

Approved By: Rick Carson (Director)
Date Approved: March 26, 2012
Signature: Rick Carson
Safe Work Procedure
Area Patrols and Traffic Stops

Department and Program: Service NL, Commercial Vehicle Enforcement, Motor Registration Division

Date Approved: 
Date Reviewed: 
This Safe Work Procedure must be reviewed any time the task, equipment, or materials change and at a minimum every three years.

DO NOT perform this procedure until you have been appropriately trained and authorized to do so by your supervisor.

Required Training
- First Aid/CPR.
- Familiarization with this Safe Work Procedure.

Required Personal Protective Equipment and Devices

Eye Protection Required
CSA Approved Safety Footwear Required
Hearing Protection (Optional)
Vinyl or Latex Gloves Required
Protective Clothing Required
Wheel Chocks
Pylon

Cut Resistant Gloves Required
Safety Vest Required
Long or loose hair must be tied back or contained
No jewelry, watches, rings, necklaces etc.
Bump Hat may be Required
No loose fitting clothing

Potential Hazards
- Head, neck and back injury
- Slip, Trip and Falls
- Vehicle Accident

Exposure to hazardous materials
Cuts

Pre-Operational Safety Checks
- Check personal protective equipment before use
- Conduct Hazard Assessment
- Take Note of site conditions

Prohibited Activities
- Refrain from jumping or taking more than one step at a time.
- Refrain from maintaining awkward postures and repetitive motions for extended periods.
- Avoid placing hands where hidden hazards may exist if possible (e.g. between cushioning of seats, etc.).
- An inspector shall not recap, bend, break or pick up any needle by hand that is not sealed in original packaging.
- An inspector shall not place body parts in areas that have uncertain means of access and egress (e.g. place arms in areas of vehicle that could be ascertained with visual inspection that is too small or clothing could
**Safe Work Procedure**

- Practice Soft tissue prevention techniques.
- An inspector shall avoid direct contact with fluids/liquids and wear protective clothing.
- An inspector shall perform inspections in a well ventilated area.
- Ramps are to be used (in conjunction with wheel chocks) at all times when conducting an inspection of the under carriage of a motor coach.
- Decide which inspector is the primary and which is the secondary monitor if working in a buddy system prior to any inspection. Do not discuss in front of driver/owner.
- Use communication techniques learned in recommended training.
- Practice defensive driving techniques.
- When working alone an inspector shall not operate a hand held cell phone while operating a motor vehicle.
  - When inspectors work in a buddy system, the inspector sitting in the passenger seat shall always operate the radio/hand held cell phone.
- Site selection criteria:
  - Wait for vehicles to pass bridges or exit/entrance ramps before signaling vehicles to stop.
  - Avoid hills, curves, and turns, areas with soft shoulders, mud, sand or ditches/slopes.
  - Check traffic flow and try to avoid making stops in high volume areas (e.g. pull onto an empty lot if possible).
  - Try to select sites that eliminate/minimize the hazard of traffic (e.g. empty lots/parking lots etc.).
- When inspector(s) travel outside of cell and radio service areas notify your supervisor. If he/she is unavailable leave a voice mail with expected duration you will be unreachable and your location.

**Area Patrol:** Patrol the highways and roadways where commercial vehicles are in transit, identifying vehicle violations.

**Vehicle Stops:**

- Advise of your location, and plate # of vehicle being stopped.
- Before activating emergency equipment, do a site assessment looking at possible areas where you could safely check the vehicle. Avoid hills, curves, intersections, high volume areas, areas with poor shoulders, areas where there are pedestrians. Also road and weather conditions should be considered.
- Once the site assessment has been performed and you have a location selected activate the emergency equipment. If the vehicle fails to comply, follow the vehicle at a safe following distance (1 vehicle length for each 15km/h of speed), as some drivers may be unaware of your presence. While a siren may sound very loud to you, in a vehicle with the windows up and the radio on the driver may not hear your siren. If there is no oncoming traffic you move your vehicle slightly to the left while still remaining within your lane so the driver of the violator vehicle may see your lights in his mirror. If the driver does not pull over you may notify the Police of the situation provide the information to them for follow up.

- Practice Defensive Driving Techniques at all times.
- Once the violator vehicle is stopped position your vehicle to provide a safety zone to shield you from oncoming traffic. Perform a pre exit assessment by observing the driver and any occupants for movement within the vehicle before you exit your vehicle, ensure the plate # you called in is correct and your location is still correct. If the plate # is not available provide as much information about the vehicle as possible, company name, colour, type of vehicle.


- Remain vigilant, professional and do not react to any act of aggression or provocation. If a situation develops into potential violence, return to your vehicle and exit the area. Contact the Police for assistance; provide as much information as possible to them explaining the situation and circumstances. Follow the directions given by the Police.

- If you have a partner their job will be to provide support and a second set of eyes to the traffic stop. This will include input to the site selection and the observation of the driver along with potential hazards worthy of note.

- As you exit your vehicle and approach the violator vehicle, watch for traffic approaching and the occupants and driver of the vehicle, position yourself behind the driver's door so as not to interfere with the driver exiting the vehicle and so the driver has to turn to look at you and speak with you. You should request that the driver exit the vehicle if safe to do so to present you with his/her documents. If getting up on the vehicle to speak with the driver use caution with your footing and constantly watch traffic.

- Greet the driver in a professional manner, state the reason for the stop and the required documents. Your secondary monitor (if present) shall approach from behind the primary and constantly watch traffic.

- Depending upon the enforcement action, traffic flow and location, the driver may be safer in the vehicle or may be required if an inspection is to take place.

- Once the stop is complete, return the documents with any other copies of pertinent documents, explain the actions and the process if any for the documents.

- Return to your vehicle constantly watching the traffic and the violator vehicle, once in your vehicle assess the traffic flow, activate your turn signal when the way is clear and merge back into traffic, deactivate your emergency equipment.

- You should leave before the violator so traffic can see the vehicle and the driver will have a better view to the rear.

Examples of vehicle position

1. **In-line Position**: Position the vehicle behind the stopped vehicle with the front wheels turned right (on parking lots or open areas where there is no traffic).

   ![In-line Position Diagram]

2. **Off-set Position**: Off-set the vehicle to the left of the stopped vehicle with the front wheels turned left (out towards center line)

   ![Off-set Position Diagram]

REPORT ANY HAZARDOUS SITUATION TO YOUR SUPERVISOR IMMEDIATELY

**Housekeeping**

- Intentionally Left Blank

**Guidance Documents/ Standards/ Applicable Legislation/ Other:**

Guidance Documents
Newfoundland and Labrador Road Users Guide
SWP Commercial Vehicle Safety Alliance

Legislation
- Highway Traffic Act
- Vehicle Regulations, 2001 under the Highway Traffic Act
- Cargo Securement Regulations under the Highway Traffic Act
- Occupational Health and Safety Act and Regulations

Date Written: 2012-03-15
Procedure Developed By: G.M. EWING
Date Revised: 2013-09-11
Approved By: [Signature]
Date Approved: 2013-10-15
Signature of Manager: [Signature]

Carolyn Burggraaf
Registrar of Motor Vehicles

Date Written: 2012-03-15
Procedure Developed By: G.M. EWING
Date Revised: 2013-09-11
Approved By: [Signature]
Date Approved: 2013-10-15
Signature of Manager: [Signature]
**Safe Work Procedure**

**Bus Inspections (School, Bus and Motor Coach)**

Department and Program: Service NL, Commercial Vehicle Enforcement, Motor Registration Division

Date Approved:

Date Reviewed:

*This Safe Work Procedure must be reviewed any time the task, equipment, or materials change and at a minimum every three years.*

**DO NOT perform this procedure until you have been appropriately trained and authorized to do so by your supervisor.**

**Required Training**
- First Aid/CPR.
- Familiarization with this Safe Work Procedure.
- Familiarization with the School Bus Inspection Criteria and Guidelines.

**Required Personal Protective Equipment and Devices**

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eye Protection Required</td>
<td>Cut Resistant Gloves Required</td>
</tr>
<tr>
<td>CSA Approved Safety Footwear Required</td>
<td>Safety Vest Required</td>
</tr>
<tr>
<td>Hearing Protection (Optional)</td>
<td>Long or loose hair must be tied back or contained</td>
</tr>
<tr>
<td>Vinyl or Latex Gloves Required</td>
<td>No jewelry, watches, rings, necklaces etc.</td>
</tr>
<tr>
<td>Protective Clothing Required</td>
<td>Bump Hat may be Required</td>
</tr>
<tr>
<td>Wheel Chocks</td>
<td>No loose fitting clothing</td>
</tr>
</tbody>
</table>

| Pylon |

**Potential Hazards**
- Head, neck and back injury
- Slip, Trip and Falls
- Vehicle Accident
- Exposure to hazardous materials
- Cuts

**Pre-Operational Safety Checks**
- Conduct a “Pre-trip” inspection of government vehicles before disembarking at the start of your shift.
- Check personal protective equipment before use.
- Perform Hazard Assessment

**Prohibited Activities**
- Refrain from jumping or taking more than one step at a time.
- Refrain from maintaining awkward postures and repetitive motions for extended periods.
- Avoid placing hands where hidden hazards may exist if possible (e.g. between cushioning of seats, etc.).
- An inspector shall not recap, bend, break or pick up any needle by hand that is not sealed in original packaging.
• An inspector shall avoid direct contact with fluids/liquids and wear protective clothing.
• An inspector shall not place body parts in areas that have uncertain means of access and egress. (e.g. place arms in areas of vehicle that could be ascertained with visual inspection that is too small or clothing could become entangled or trapped) an inspector should always be alert for sharp/jagged edges/components, fluid visible leaks and odors (e.g. gasoline).
• An inspector shall never position him/herself under a vehicle if wheel chocks are not in place.
• Under no circumstances is an inspector to crawl underneath a vehicle while the vehicle’s engine is running.

Safe Work Procedure
• Practice Soft tissue prevention techniques.
• An inspector shall perform inspections in a well ventilated area.
• Ramps are to be used (in conjunction with wheel chocks) at all times when conducting an inspection of the undercarriage of a motor coach.
• Decide which inspector is the primary and secondary monitor if working in a buddy system prior to any inspection. Do not discuss in front of driver/owner.
• Use communication techniques learned in recommended training.
• Greet driver/owner in professional manner and explain that you are conducting school bus/motor coach inspections.
• Request relevant documentation & begin paperwork
• Cover exposed body parts, put on safety vest, bump hat, cut resistant gloves, and safety boots.
• Mark the work perimeter with traffic pylons and place chocks on the back and front of rear wheel. An inspector shall never position him/herself under a vehicle if wheel chocks are not in place.
• Approach vehicle and enter with one hand on step railing.
• An inspector shall always be aware of spills/debris on floors/seating and sharp/jagged panels/surfaces of a bus. Slips, trips & falls are the result of and biological wastes (human wastes), spills and debris left on the floors/ seating (i.e. stationery items, food, books, containers etc.). Cuts and abrasions result from contact with sharp/jagged/rough panels/surfaces (i.e. opened edges of seat coverings/metal surfaces etc.).
• Begin interior inspection of vehicle with MRD prescribed bus inspection report and complete interior inspection items from 11 categories on report.
• If any defects are present, identify on report checklist.
• Exit vehicle with one hand on step railing.
• When working in pairs, the secondary inspector, at all times he/she should be monitoring the primary inspector’s movements and traffic conditions.
• Inspectors must rotate between monitor and inspection activities to avoid fatigue.
• Ensure the vehicle is on a flat surface and use a creeper, bump hat & safety glasses for all tasks conducted under the body of the bus.
• Complete inspection checklist items for external perimeter of vehicle and underneath body of vehicle while monitor identifies any defects on report checklist.
• Setup brake meter per manufacturer’s guidelines and perform & measure braking efficiency. If any defects are present identify on report checklist.
• Ensure when conducting a brake test that this is completed in an area where there is no traffic whatsoever. A parking lot or area which can be secured is advisable.
• Ensure that you and all materials in the bus are secure and will not move when conducting the test.
• An inspector should always be prepared for an adversarial response to inspection results. Remain professional at all times and do not react to aggression or any form of provocation.

CLOSING MEETING
• An inspector shall
  a) Complete the paperwork after inspection is complete;
  b) Present results to the driver and issue compliance certificate, notice of repair or out of service notice; and
  c) return any requested documentation and forward inspection report to National Safety Code office when you return to your base of operations.

REPORT ANY HAZARDOUS SITUATION TO YOUR SUPERVISOR IMMEDIATELY

Housekeeping
• Intentionally Left Blank
Guidance Documents/ Standards/ Applicable Legislation/ Other:
- Newfoundland and Labrador Road Users Guide
- Brake Meter, Operators manual

Legislation
- Highway Traffic Act and Regulations
- Occupational Health and Safety Act and Regulations

Date Written: 2012-03-15
Procedure Developed By: G.M. EWING.
Date Revised: 2013-09-11
Approved By: 
Date Approved: 2013-10-15
Signature: 
Signature of Manager

Approved By: G.M. EWING
Date Approved: 2013-10-15
Signature: 
Signature of Manager

Carolyn Burggraaf
Registrar of Motor Vehicles
Safe Work Procedure

Use of Emergency Vehicle Equipment

Department and Program: Service NL, Commercial Vehicle Enforcement, Motor Registration Division
Date Approved:
Date Reviewed:

This Safe Work Procedure must be reviewed any time the task, equipment, or materials change and at a minimum every three years.

DO NOT perform this procedure until you have been appropriately trained and authorized to do so by your supervisor.

Required Training
- First Aid/CPR.
- Familiarization with this Safe Work Procedure.

Required Personal Protective Equipment and Devices
- Eye Protection Required
- CSA Approved Safety Footwear Required
- Hearing Protection (Optional)
- Vinyl or Latex Gloves Required
- Protective Clothing Required
- Wheel Chocks
- Pylon
- Cut Resistant Gloves Required
- Safety Vest Required
- Long or loose hair must be tied back or contained
- No jewelry, watches, rings, necklaces etc.
- Bump Hat may be Required
- No loose fitting clothing

Potential Hazards
- Head, neck and back injury
- Slip, Trip and Falls
- Vehicle Accident
- Exposure to hazardous materials
- Cuts

Pre-Operational Safety Checks
- Check personal protective equipment before use
- Conduct Hazard Assessment
- Take note of site conditions

Prohibited Activities
- Emergency equipment will NOT be used for:
  1. Routinely stopping passenger vehicles UNLESS there is a hazard which may potentially cause a hazard to the public. Specifically this would include:
     - lighting (ex. a vehicle with no brake lights, no marker lights on rear or no headlights
     - objects projecting from a vehicle exceeding allowable overhang and dimensions
     - objects falling from or about to fall from a vehicle.
     - improperly towed trailer or vehicle
- extreme body damage or parts dangling which may fall from a vehicle
- any load security issue which may pose a public hazard.

2. Stopping any vehicles (commercial or non-commercial) for moving violations UNLESS the action has caused a near miss or a collision and that violator vehicle can be safely stopped in accordance with our policy.

3. [Redacted]

4. Responding to traffic collisions, unless directed by management. If you happen to be at the scene of a crash simply by your location, activate your emergency equipment, position your vehicle to protect yourself from passing traffic, ensure you have your personal protective equipment on before proceeding to the crash. Immediately assess the situation and call for Police and ambulance. Once Police have arrived check with the officer or incident command and advise them that unless you are required you have to continue on to your destination.

5. Proceeding through intersections against traffic signals or trying to catch up with a vehicle at an intersection and directing other drivers to pull to the right or left. This is an extremely hazardous maneuver and should not be completed under normal day to day circumstances under any conditions.

6. Stopping vehicles for expired registration
   - Under no circumstances are inspectors to exceed the posted speed limit at a speed greater than 10% over the posted speed limit.

   [Redacted]

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**Safe Work Procedure**

**Vehicle Stops**

When closing the distance in order to stop a commercial vehicle to check for overweight conditions, compliance for permits, load security or inspection, etc., inspectors are expected to drive at the posted speed limit.

In situations where the driver of the other vehicle is using excessive speed to pull away from you, inspectors may use their discretion to call the police to report.

**Policy on use of Red/Blue Lights and Sirens (Emergency Equipment)**

The use of red and blue lights and siren (referred to as emergency equipment) will be used in the following routine situations only:

- When closing the distance to a commercial vehicle to check for overweight conditions, compliance for permits, load security or inspection etc. Excessive speed (greater than 10% over posted speed limit) is not to be used when closing the distance;
- When stopped at an inspection area to signal that a weigh site is open and that commercial vehicles must report to that site for inspection;
- When stopped at roadside to weigh a vehicle or perform an vehicle inspection;
- When conducting escort duties as assigned, and
- When participating at a Road Side Enforcement Blitz
- Any exceptions mentioned above.

**REPORT ANY HAZARDOUS SITUATION TO YOUR SUPERVISOR IMMEDIATELY**

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**Housekeeping**

Intentionally Left Blank

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**Guidance Documents/ Standards/ Applicable Legislation/ Other:**

- Newfoundland and Labrador Road Users Guide

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**Legislation**

- Highway Traffic Act
- Vehicle Regulations, 2001 under the Highway Traffic Act
- Cargo Securement Regulations under the Highway Traffic Act
- NL Occupational Health and Safety Act and regulations.

Date Written: 2012-03-15
Procedure Developed By: G.M. EWING.
Date Revised: 2013-09-11

Approved By: Carolyn BurganCAF
Date Approved: 2013-10-15
Signature: Signature of Manager
Registrar of Motor Vehicles

Approved By: G.M. EWING
Date Approved: 2013-10-15
Signature: Signature of Manager
# Safe Work Procedure

## Ambulance Inspection

**Department and Program:** Service NL, Commercial Vehicle Enforcement – Motor Registration Division

**Date Approved:**

**Date Reviewed:**

*This Safe Work Procedure must be reviewed any time the task, equipment, or materials change and at a minimum every three years.*

**DO NOT perform this procedure until you have been appropriately trained and authorized to do so by your supervisor.**

### Required Training

- First Aid/CPR.
- Familiarization with this Safe Work Procedure.
- Familiarization with the Ambulance Inspection Guidelines

### Required Personal Protective Equipment and Devices

- **Eye Protection Required**
- **Cut Resistant Gloves Required**
- **CSA Approved Safety Footwear Required**
- **Safety Vest Required**
- **Hearing Protection (Optional)**
- **Long or loose hair must be tied back or contained**
- **Vinyl or Latex Gloves Required**
- **No jewelry, watches, rings, necklaces etc.**
- **Protective Clothing Required**
- **Bump Hat may be Required**
- **No loose fitting clothing**
- **Wheel Chocks**
- **Pylons**

### Potential Hazards

- Head, neck and back injury
- Slip, Trip and Falls
- Vehicle Accident
- Exposure to hazardous materials
- Cuts

### Pre-Operational Safety Checks

- Conduct a “Pre-trip” inspection of government vehicles before embarking at the start of your shift.
- If traveling outside of cell & radio service areas, notify your nearest weigh scale station or MRD base of operations (the expected duration and estimated return time).
- An inspector shall wear appropriate cover-all/s (e.g. no short/rolled up sleeves) that will not create an unnecessary hazard. Only wear clothing and equipment you have been issued.
- *In order to be safe assume everything is infectious if situation requires.*
- Whenever there is any risk of coming into contact with blood or other bodily fluids, wear latex/vinyl gloves and dispose of immediately after single use using proper removal techniques.
- Cover exposed body parts, wear a safety vest (outer shell of patrol jacket with the yellow side out is also permitted), bump hat and safety boots.
- Before entering ambulance:
a. Cover Cuts (any cuts or open sores on skin should be covered with a bandage); and
b. Wear latex gloves.

- Approach ambulance and enter with one hand on door rail/grip.
- Ambulance inspections must always be conducted with ambulance attendant or paramedic present.
- Only attendants or paramedics are to handle the medical supplies contained in the ambulance.
- Begin inspection of ambulance compartments.
- Conduct a “Post-trip” inspection of government vehicles at the end of each day’s travel activities upon return to your MRD base of operations.

Prohibited Activities
- Refrain from jumping or taking more than one step at a time.
- Refrain from maintaining awkward postures and repetitive motions for extended periods.
- Practice Soft tissue prevention techniques.
- Avoid placing hands where hidden hazards may exist if possible (e.g. used/unfolded bed sheets/blankets, between cushioning of seats, etc.).
- An inspector shall not recap, bend, break or pick up any needle by hand that is not sealed in original packaging.
- An inspector shall avoid direct contact with fluids/liquids and wear protective clothing.
- An inspector shall not place body parts in areas that have uncertain means of access and egress. (e.g. place arms in areas of vehicle that could be ascertained with visual inspection that is too small or clothing could become entangled or trapped) an inspector should always be alert for sharp/jagged edges/components, fluid visible leaks and odors (e.g. gasoline).
- An inspector shall never position him/herself under a vehicle if wheel chocks are not in place.
- Under no circumstances is an inspector to crawl underneath a vehicle while the vehicle’s engine is running.

Safe Work Procedure
- An inspector shall perform inspections in a well ventilated area.
- An inspector underneath a vehicle should remain calm at all times, move slowly until he/she has exited the space and refrain from making any sudden movements under a vehicle.
- Ensure the vehicle is on a flat surface and use ramps, creeper, bump hat and safety glasses for all tasks under the vehicle body.
- An inspector shall not rely on jacks to raise and hold a vehicle in place for the purpose of inspecting under it. Vehicle’s wheels require wheel chocks in the event of movement and ramps to hold a vehicle in place in case of equipment failure.
- Mark the work perimeter with traffic pylons and place chocks on the back and front of rear wheel.
- Decide which inspector is the primary and secondary monitor if working in a buddy system (where applicable). Do this before engaging the ambulance owner/operator.
- Only attendants or paramedics are to handle the medical supplies contained in the ambulance.
- Begin inspection of ambulance compartments and medical supplies/safety equipment with MRD prescribed ambulance inspection report.
- Complete inspection checklist items for external perimeter of vehicle and underneath body of vehicle while monitor identifies any defects on report checklist.
- If any defects are present, identify on report check list.
- Exit ambulance with one hand on door rail/grip; and
  a. Remove your gloves immediately after completion of task(s) using proper removal technique, and
  b. Wash your hands with soap and hot water for at least 20 seconds and use disinfectant solution. Waterless antiseptic hand rinses are an acceptable alternative when access to hand washing facilities is limited.
  c. If there is visible soiling hands should be washed with soap and water before using waterless antiseptic hand rinse.

REPORT ANY HAZARDOUS SITUATION TO YOUR INSTRUCTOR/SUPERVISOR IMMEDIATELY

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Guidance Documents/ Standards/ Applicable Legislation/ Other:
### Guidance Documents
- Newfoundland and Labrador Road Users Guide
- Ambulance Inspection Guidelines

### Legislation
- Highway Traffic Act and Regulations
- Occupational Health and Safety Act and Regulations

<table>
<thead>
<tr>
<th>Date Written:</th>
<th>2012-03-15</th>
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<tbody>
<tr>
<td>Procedure Developed By:</td>
<td>G.M.EWING</td>
</tr>
<tr>
<td>Date Revised:</td>
<td>2013-09-11</td>
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Approved By: [Signature]
Date Approved: 2013-10-15
Signature of Manager: [Signature]

Carolyn Burggraaf
Registrar of Motor Vehicles

Approved By: G.M.EWING
Date Approved: 2013-10-15
Signature: [Signature]
Signature of Manager: [Signature]
Safe Work Procedure

COMMERCIAL VEHICLE SAFETY ALLIANCE INSPECTION

Department and Program: Service NL, CVSA Inspections, Motor Registration Division
Date Approved:
Date Reviewed:
This Safe Work Procedure must be reviewed any time the task, equipment, or materials change and at a minimum every three years.

DO NOT perform this procedure until you have been appropriately trained and authorized to do so by your supervisor.

Required Training
- First Aid/CPR.
- Workplace Hazardous Materials Information System (WHMIS)
- Familiarization with this Safe Work Procedure.
- Familiarization with the Commercial Vehicle Safety Alliance Inspection Guidelines

Required Personal Protective Equipment and Devices

Eye Protection Required
CSA Approved Safety Footwear Required
Hearing Protection (Optional)
Vinyl or Latex Gloves Required
Protective Clothing Required
Wheel Chocks
Pylon
Cut Resistant Gloves Required
Safety Vest Required
Long or loose hair must be tied back or contained
No jewelry, watches, rings, necklaces etc.
Bump Hat may be Required
No loose fitting clothing
Coveralls Required

Potential Hazards
- Head, neck and back injury
- Slip, Trip and Falls
- Vehicle Accident
- Exposure to hazardous materials
- Cuts

Pre-Operational Safety Checks
- Conduct a "Pre-trip" inspection of government vehicles before embarking at the start of your shift.
- If traveling outside of cell & radio service areas, notify your nearest weigh scale station or MRD base of operations (the expected duration and estimated return time).
- An inspector shall wear appropriate close fitting coveralls (e.g. no short/rolled up sleeves) that will not create an unnecessary hazard. Only wear clothing and equipment you have been issued.
- Create a site plan for vehicles undergoing inspection activities before you start inspections.
  Site Plans should be:
  ✓ On level, well drained surfaces that are free from deficiencies (e.g. pot holes, lumps that would
prevent an inspector from navigating a creeper under the vehicle).

- Chosen with a work perimeter that allows enough space for a monitor to follow the inspector safely with passing traffic nearby and allow the inspector safe access/egress from underneath the vehicle (1-2 times the width of the largest vehicle authorized to operate through area).
- Marked with traffic pylons and signage to guide vehicles into inspection area and merge safely back into the exit lane.
- Comply with pre-drawn site plans and safe areas.
- Have all equipment prepared and positioned near site for fast & easy access during inspection activities in such a way it does not create tripping or other hazard (e.g. creeper/chocks)

Preparing for an Inspection

- Suit up with protective coveralls with reflectors (or wear a safety vest over coveralls), cut resistant gloves, pocket flashlight, chalk stick, metal ruler, safety boots, safety glasses, bump hat and a portable radio attached to your side.
- Signal the approaching vehicle to enter marked inspection lane via hand signals/sign.
- Conduct a “Post-trip” inspection of government vehicles at the end of each day's travel activities upon return to your MRD base of operations.

Prohibited Activities

- Do not handle tires/airbag chambers under the vehicle if their condition cannot be adequately assessed visually.
- Refrain from jumping or taking more than one step at a time.
- Refrain from maintaining awkward postures and repetitive motions for extended periods.
- If possible, avoid placing hands where hidden hazards may exist.
- An inspector shall avoid direct contact with fluids/liquids and wear protective clothing.
- Perform inspections in an area that is not well ventilated.
- An inspector shall not place body parts in areas that have uncertain means of access and egress (e.g. place arms in areas of vehicle that could be ascertained with visual inspection that is too small or clothing could become entangled or trapped) an inspector should always be alert for sharp/jagged edges/components, fluid visible leaks and odors (e.g. gasoline).
- An inspector shall never position him/herself under a vehicle if wheel chocks are not in place.
- Under no circumstances is an inspector to crawl underneath a vehicle while the vehicle's engine is running.

Safe Work Procedure

- Practice Soft-tissue prevention techniques.
- Ramps are to be used (in conjunction with wheel chocks) at all times when conducting an inspection of the undercarriage of a motor coach.
- An inspector underneath a vehicle should remain calm at all times, move slowly until he/she has exited the space and refrain from making any sudden movements under a vehicle.
- Ensure the vehicle is on a flat surface and use a ramps, creeper and safety glasses for all tasks under the vehicle body.
- Mark the work perimeter with traffic pylons and place chocks on the back and front of rear wheel.
- Test any new/replacement equipment that you receive at the weigh scale and surrounding areas to identify any new operational limitations.
- An inspector should change the inspection site if possible to eliminate these limitations.
- Visually inspect vehicle placement. Visual inspection will look for indications that the vehicle may move occupants other than driver, occupants exiting vehicle, visible weapons and potential items that can be used as weapons.
- An inspector shall not rely on jacks to raise and hold a vehicle in place for the purpose of inspecting under it. Vehicle’s wheels require wheel chocks in the event of movement and ramps to hold a vehicle in place in case of equipment failure.
• An inspector shall wear gloves when cleaning minor spills from parked vehicles and avoid all skin contact with substances.
• An inspector should always have an escape route planned if a dangerous situation should arise. Notify police (RCMP or RNC as appropriate) of situation (provide drivers licence information and plates from paperwork). Finally advise Manager of Highway Safety Programs/Deputy Registrar and complete an occurrence report.

VEHICLE APPROACH: Primary Inspector

Primary inspector shall approach from the drivers side & perform visual inspection and threat assessment upon approach to the drivers side door.

Position yourself from behind and off to the side so the driver has to turn to speak with you.

If an inspector needs to climb up to the cab door to speak with a driver, approach from the front driver and request he/she exits the vehicle. Back away from the door, the exiting driver should remain in your line of sight and you should maintain a safe distance.

• Inspector must position him/herself at a safe distance. A “safe distance” is a distance that an inspector can accept/return documents in a way that requires both inspector and driver to extend their reach.

VEHICLE APPROACH: Secondary Inspector

The Secondary Inspector acts as monitor at all times. Secondary Inspector shall approach from behind the primary inspector and maintain a position from behind & staggered to the side of the primary inspector.

INSPECTION

• Place chocks on the back and front of a rear wheel to prevent accidental movement.
• Secondary monitor (inspector) completes any paperwork during inspection (if applicable).
• Advise driver not to operate any controls during inspection unless instructed by an inspector and begin bumper to bumper inspection.
• Do not handle tires/airbag chambers under the vehicle if their condition cannot be adequately assessed visually.
  a) When performing brake test, mark rods with chalk, when ready advise driver to enter truck and apply brakes for several moments and measure with small ruler.
  b) Complete inspection items on perimeter of vehicle, truck cabin and under vehicle hood following the CVSA 37 Step inspection process; and
  c) If there is a leak/spill from a TRANSPORTATION OF DANGEROUS GOODS vehicle, secure the area with spill barricade tape for public safety and notify the company transporting the goods. Consult with Service NL (Provincial – 729-3454) and/or Canute (Federal – 613)996-6686 (call collect 24hrs/day).
• An inspector shall remain vigilant and keep up their guard. Remain professional at all times and do not react to aggression or any form of provocation. If a situation becomes confrontational and there is any indication of violence, Contact the RCMP or RNC for assistance, provide location, plate number and description of vehicle and any information pertaining to the driver. Follow direction given by the police.
• If the vehicle is a TRANSPORTATION OF DANGEROUS GOODS operator and cannot provide supporting documentation, an inspector shall contact the company transporting the goods and consult with Service NL (Provincial – 729-3454) and/or Canute (Federal – 613)996-6686 (call collect 24hrs/day).

POST INSPECTION

• Remove chocks, verify lane is safe to merge into and signal driver to proceed.
• Perform check-in with your contact if you have not done so yet and advise that inspection is finished.
• Arrange for the Clean up of any leaking oil, grease, fuel and other slipping or fire hazards immediately after vehicle exits.
  Spills shall be transferred into disposable containers; Absorb remaining films with non-combustible absorbent material; and
Rinse off location with water and detergent solution.

REPORT ANY HAZARDOUS SITUATION TO YOUR SUPERVISOR IMMEDIATELY

Housekeeping
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Guidance Documents/ Standards/ Applicable Legislation/ Other:
Guidance Documents
- Official Inspection Station Manual
- National Safety Code
- Commercial Vehicle Safety Alliance Inspection manuals

Legislation
- Highway Traffic Act
- Vehicles Regulations, 2001 under the Highway Traffic Act
- Cargo Securement Regulations under the Highway Traffic Act
- Occupational Health and Safety Act and Regulations
- Workplace Hazardous Materials Information System (WHMIS) Regulations

Date Written: **2013-03-15**
Procedure Developed By: **G.M. Ewing**.
Date Revised: **2013-09-11**

Approved By: **G.M. Ewing**.
Date Approved: **2013-10-15**
Signature: 

Approved By: **2013-10-1**
Date Approved: 
Signature:  
Carolyn Burggraaf
Registrar of Motor Vehicles