

Because You Asked

We want to thank everyone who has attended Day 1 training to date. Most all of you are scheduled for training. More sessions are being added so if you have been notified that your session(s) are being re-scheduled, please continue to watch for our email notifications. Please be assured that **everyone will be scheduled to complete this mandatory training.**

During training sessions that have been held, we have been asked to provide clarification on the following topics:

- **Safety Vests** – A Safety Vest is protective clothing that is required to be worn any time you are walking in the garage (yard), while performing duties at a Terminal, and anytime you leave the bus, including to use washroom facilities, or assist a customer. Some areas in the facility require use of other PPE such as safety boots and safety glasses, safety equipment such as a harness, or that you follow other safety precautions like walking along designated walkways when possible. All these measures are in place to keep you safe and designed to avoid workplace injuries.
- **Rest Periods** – Under the Employment Standards Act (ESA), a minimum of 8 hours rest period is required between shifts. Under TOK's CBA, employees are given a minimum of 9.5 hours off between the end of one day's work and the start of the next day's work.

The nature of Operator schedules means the shifts you have to work may be subject to change and the transition can be difficult for some people. There are tips for dealing with fatigue, but it is important that you help yourself get enough sleep during your off-duty time and/or seek medical treatment if the symptom persists. If you feel fatigued and do not think you can operate a bus safely, it is your responsibility to notify your Supervisor and book off your work if necessary.

- **Extraboard (Report) and Cover Work** – At TOK, as an Extraboard (Report), you are assigned work based on a 12.5 hour spread from your scheduled start time. If no work comes open within 7.5 hours from your scheduled report time, you will be released after 8 hours. As a Cover Operator, you will have a scheduled start/finish time. You will be asked to "stand-by" at a designated location and maintain contact with Control/Dispatch staff who will assign you to cover trips as required.
- **'On Call' Operators** – TOK does not have an 'On Call' Board. During COVID, we have adjusted work schedules so that the majority of employees are scheduled to work up to two On Call day's as part of their week's work. In our case, the "On Call" day is considered a working day and employees are required to come in to work when called, or are not paid for the day.
- **Passenger Pick-Up Between Stops** – Known as Flag Stop, or Requested Stop, passengers can request the driver to pick them up by waving, or "flagging". When this happens, Operators are required to stop the bus when the stop location is safe and suitable for customers. Please also follow all standard procedures when bringing the bus to a stop, including use of signals and scan of mirrors.

All great questions – thanks for asking! ***As a reminder, until August 1, 2021, Transdev Policies, Procedures, and Rules are in place and must continue to be followed.*** As a general practice, whenever you are in doubt regarding a policy, procedure, or rule, please see a Supervisor, or a member of your Safety & Training Team.



Robert Peluso
Safety & Training Manager