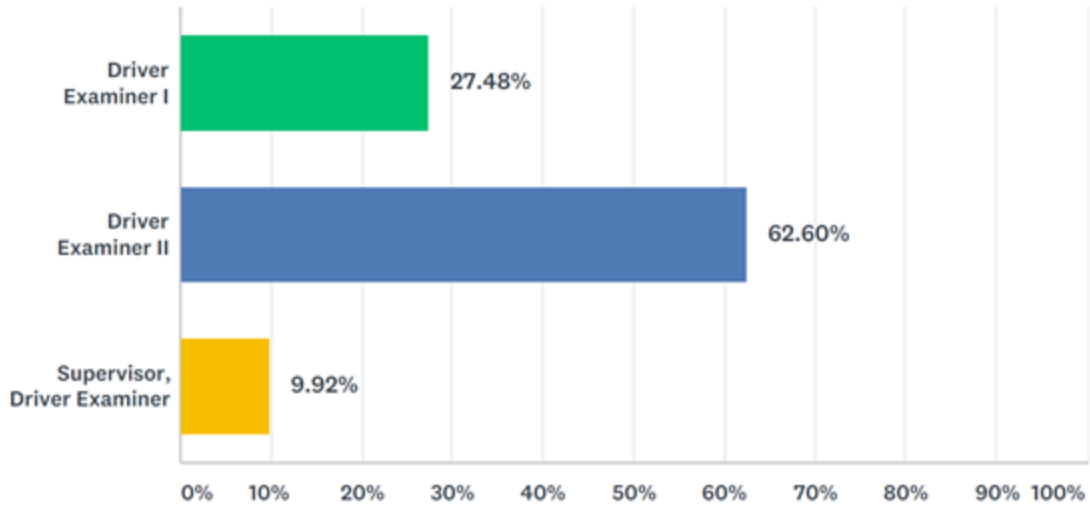


ICBC Driver Examiners & Supervisor Driver Examiners Survey Results

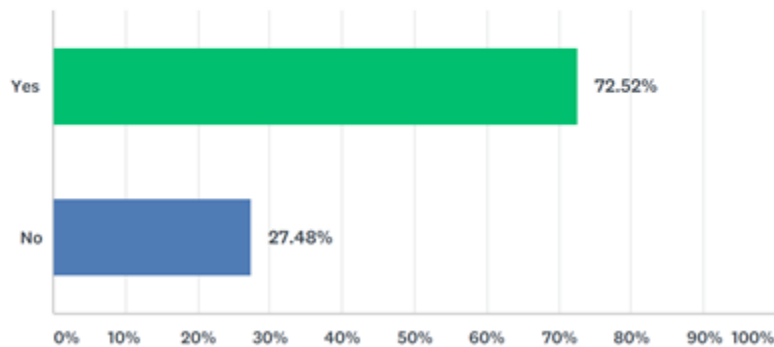
December 2017



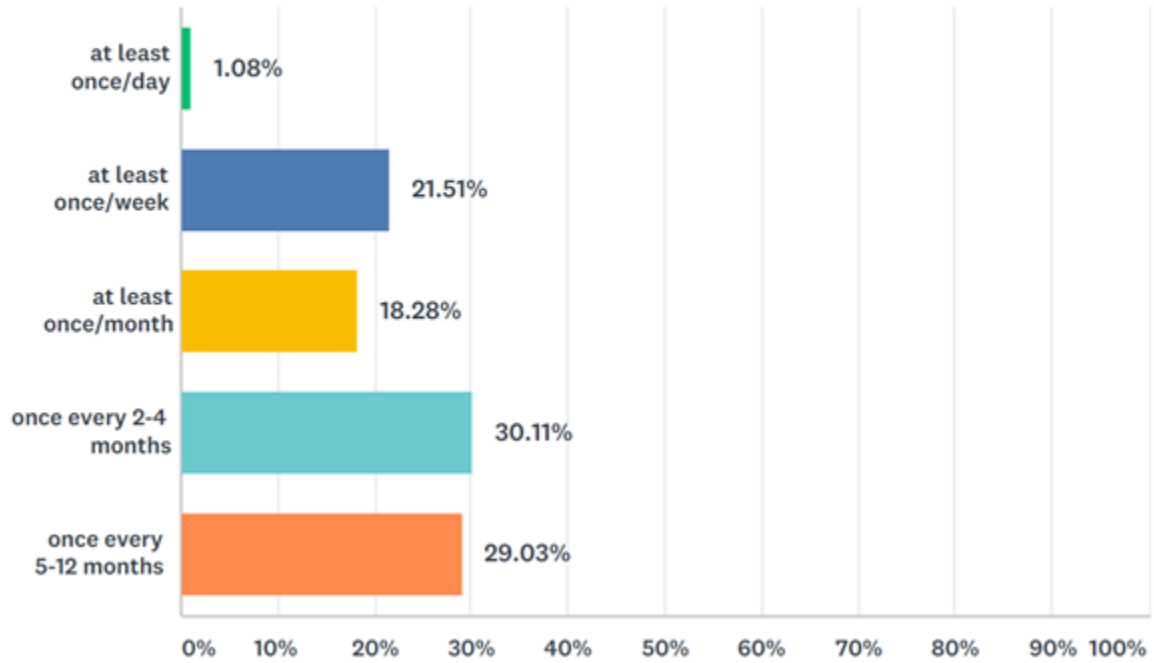
Q1 I am a



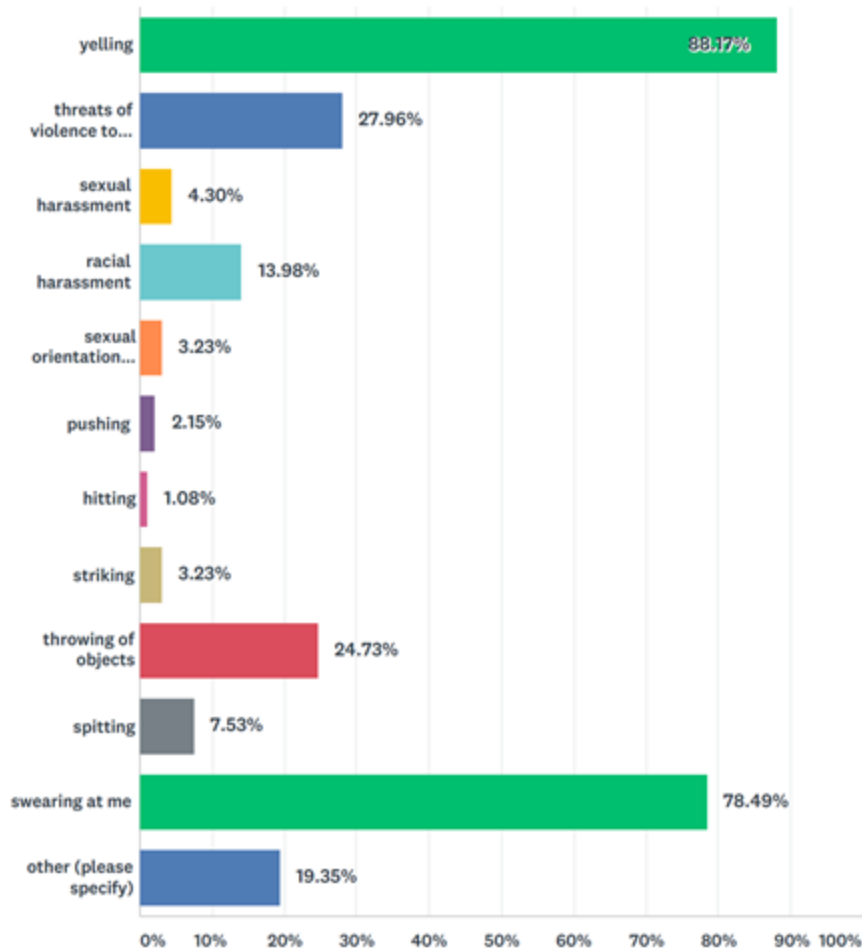
Q2 In the past 12 months, I have been verbally or physically abused by a customer and/or business partner (abuse can include but is not limited to: swearing, yelling, threats of violence, sexual and racial harassment, pushing, hitting, throwing of objects)



Q3 How frequently has this happened to you?



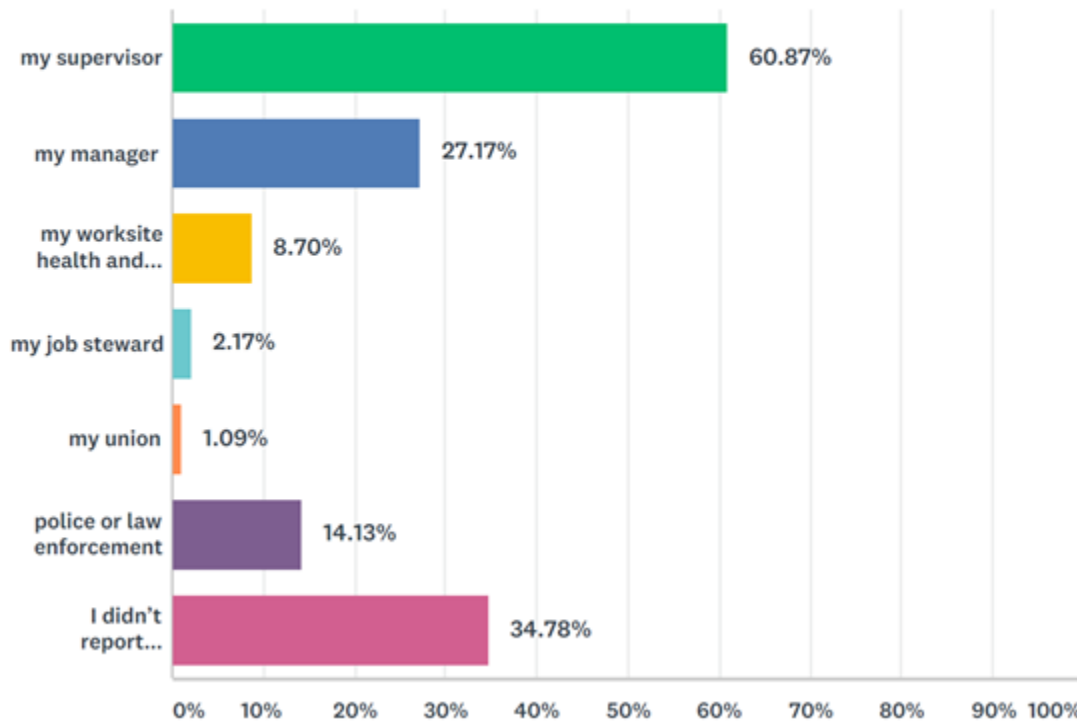
Q4 Please check all forms of abuse that you have personally experienced in the last 12 months from customers and/or business partners:



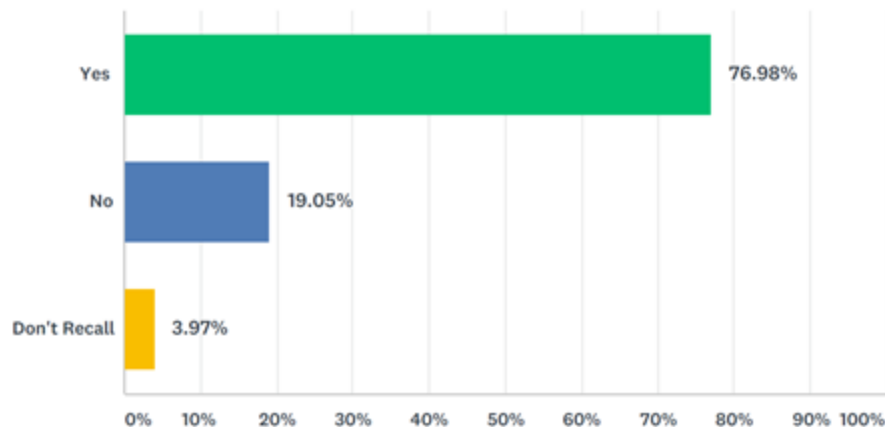
Responses in Other include:

- Door slamming.
- Attempting to drive away while examiner exiting/still in car.
- Abusing/Striking objects in/around the vehicle or the vehicle itself.
- Inappropriate display of emotion.
- Personal insults/comments including sexual harassment.
- Questioning integrity or competence of examiner, including from driving school
- Passive aggressive verbal abuse (e.g. talking under breath, talking to self about examiner in third person).
- Passive aggressive threats of violence (e.g. referencing past violent behavior).

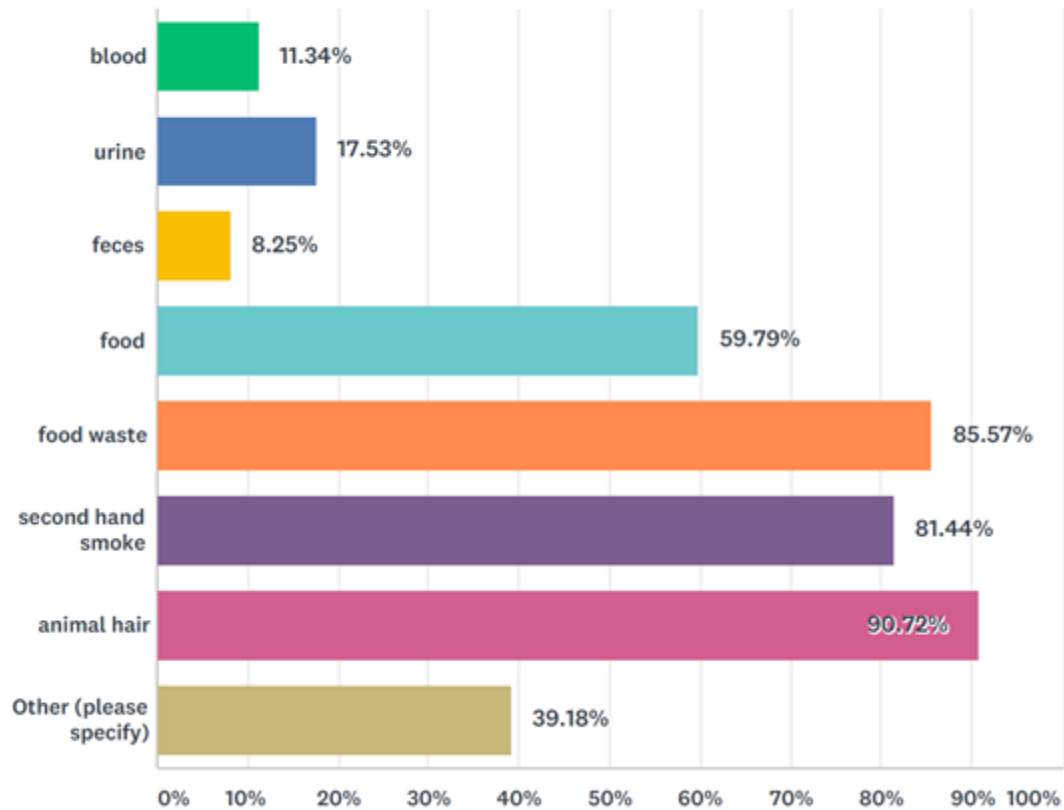
Q5 I reported this/these incident(s) to (check all that apply):



Q6 In the past 12 months I have encountered biological hazards while performing my duties as a Driver Examiner or Supervisor, Driver Examiner. (Biological hazards can include second hand smoke, urine, feces, blood, animal hair, food and food waste)



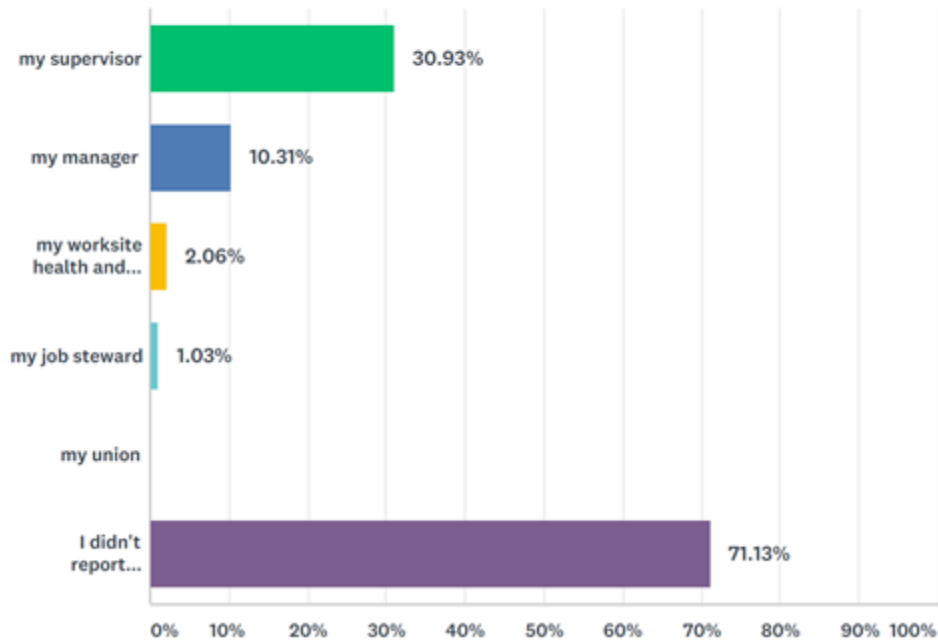
Q7 Check all that you have personally encountered



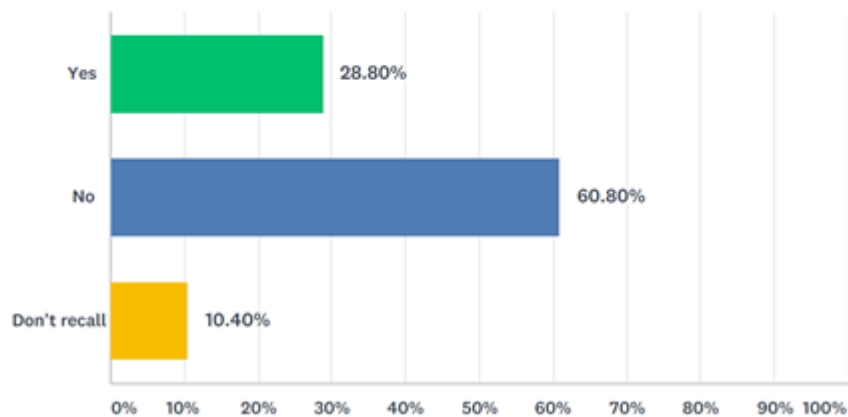
Responses in Other include:

- Dead bugs/Infestation.
- Vehicle emissions including exhaust leaks, oil/grease, gas or chemical fumes.
- Mold, algae, cobwebs, dirt and other biomaterials.
- Bad breath/body odour.
- Drugs/smoke, including marijuana and tobacco, and related paraphernalia.
- Allergy triggers such as dog hair as well as heavily scented items (including air fresheners, use of perfume).
- Bodily fluids or secretions including vomit, spit, used Kleenexes containing saliva/mucous, dirty diapers, nail clippings, skin flakes, used condoms etc.
- Soiled/wet seats.

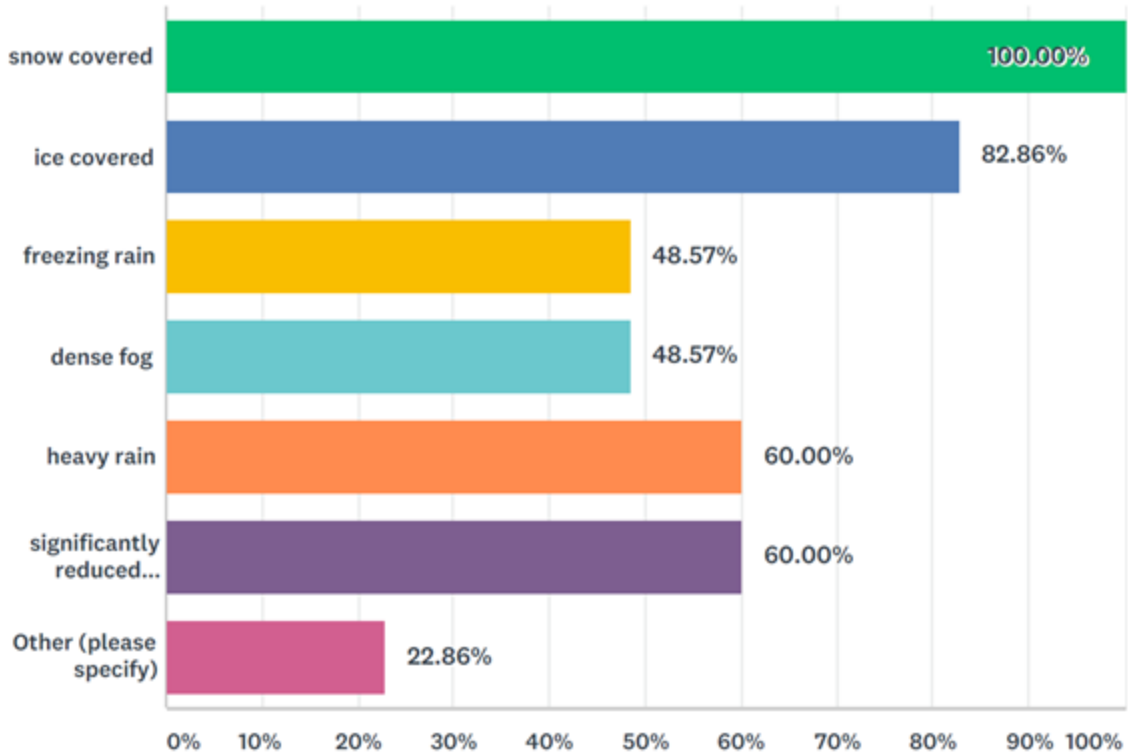
Q8 I reported this/these biological hazard(s) to (check all that apply):



Q9 In the past 12 months I have been directed to conduct road tests, or travel to locations to conduct road tests in what could be described as unsafe conditions.



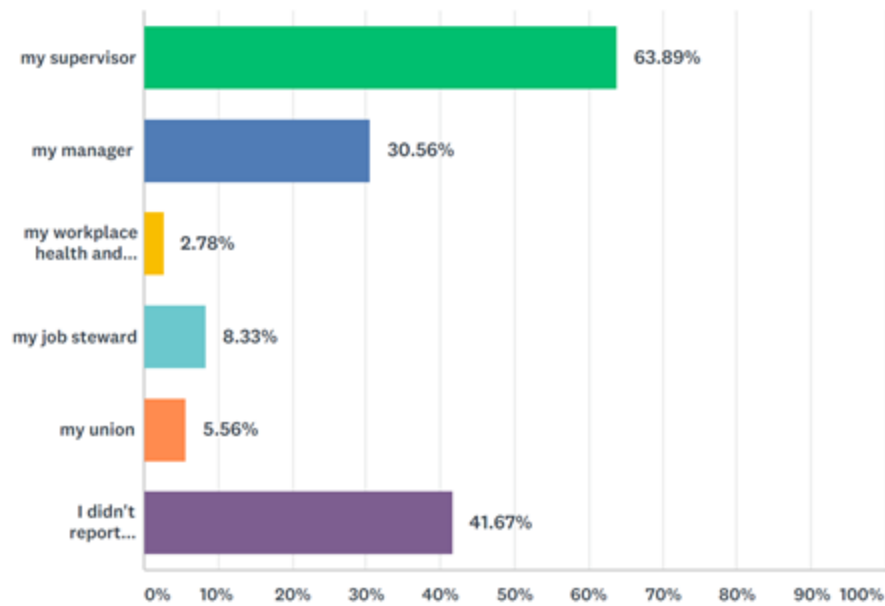
Q10 The road conditions were (check all that apply):



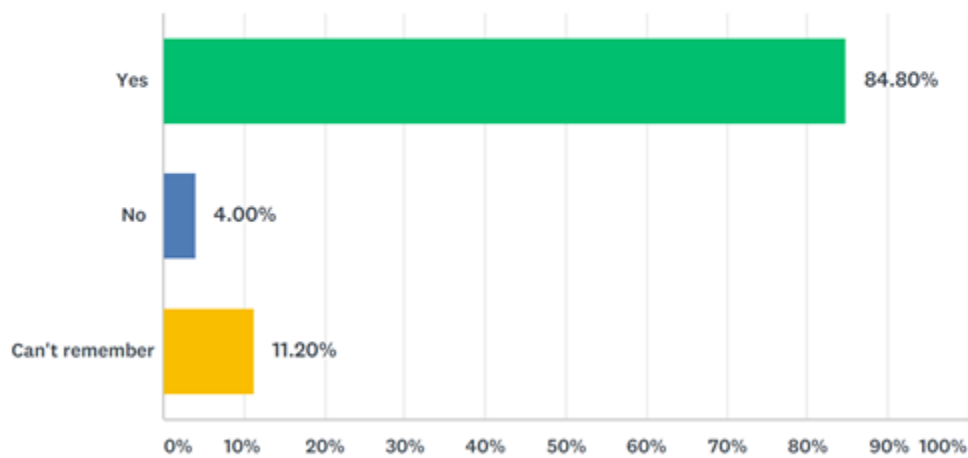
Responses in Other include:

- General poor road conditions, including poor parking lot conditions.
- Unsafe vehicles, including ABS malfunction indicated.
- Heavy snowfall, including snow piles in middle of streets.
- Thick smoke.
- Road closures, including those due to wildfires.
- Extreme wind and power outages.
- Police-related incidents nearby (including armed individual on loose).

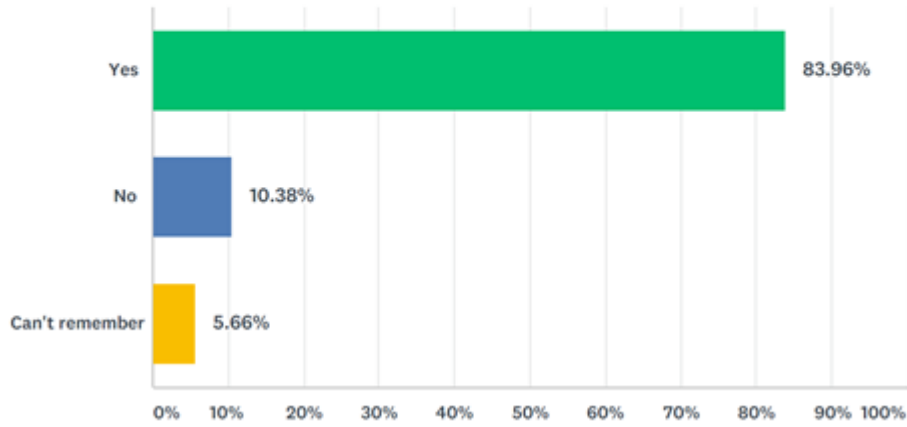
Q11 I reported this/these unsafe road conditions to (check all that apply):



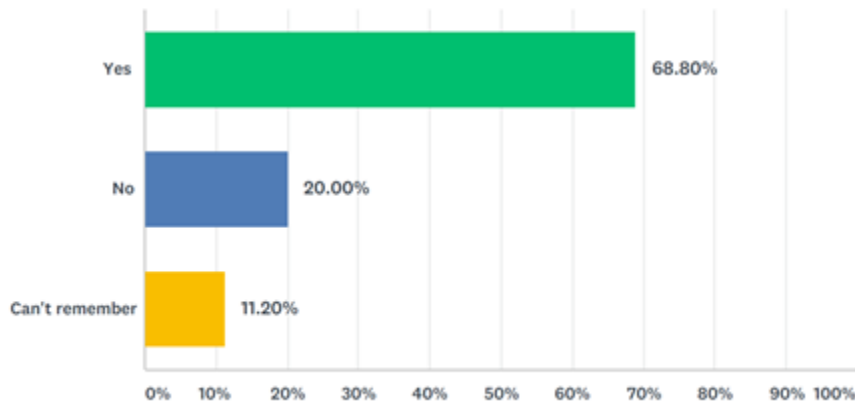
Q12 ICBC has a policy and procedure on how to handle abusive customers and business partners.



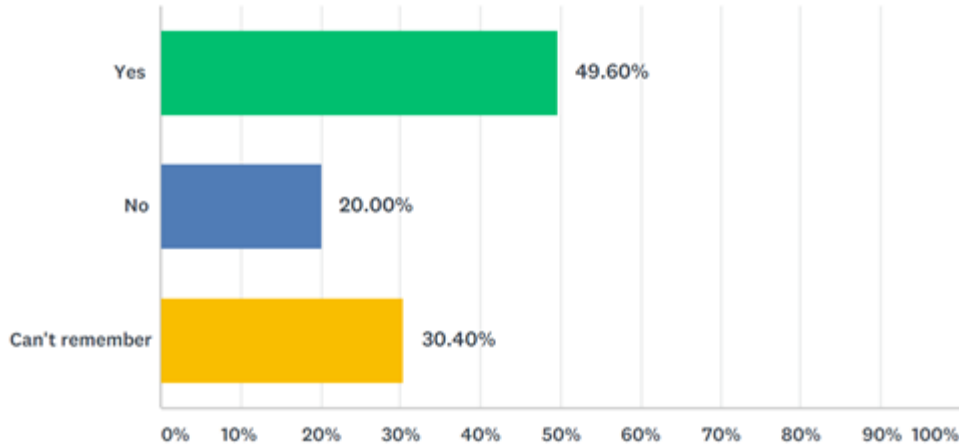
Q13 I have received specific training on what to do and who to report to when I am faced with abusive customers or business partners.



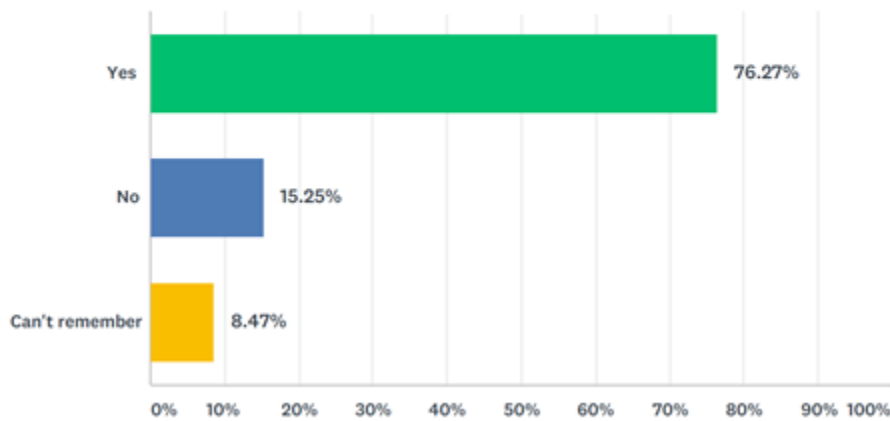
Q14 I have received specific training on what to do and who to report to if I witness my coworker being exposed to abusive behaviours by customers or business partners.



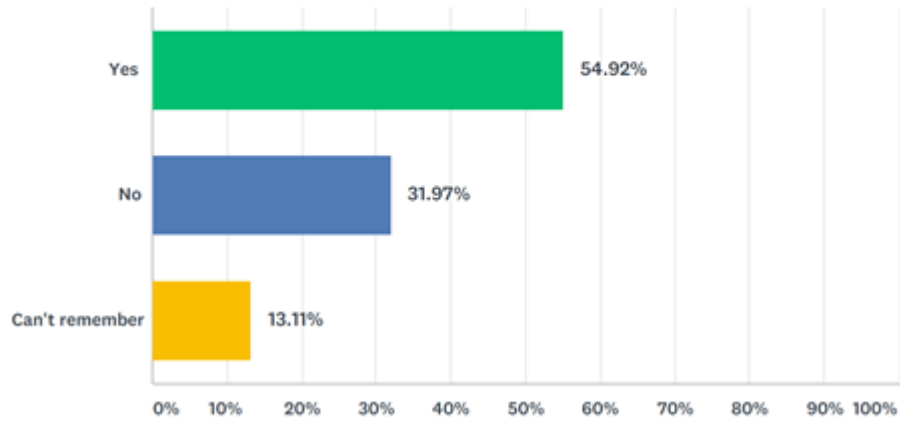
Q15 ICBC has a specific policy and procedure on how to deal with biological hazards that I encounter while performing my work.



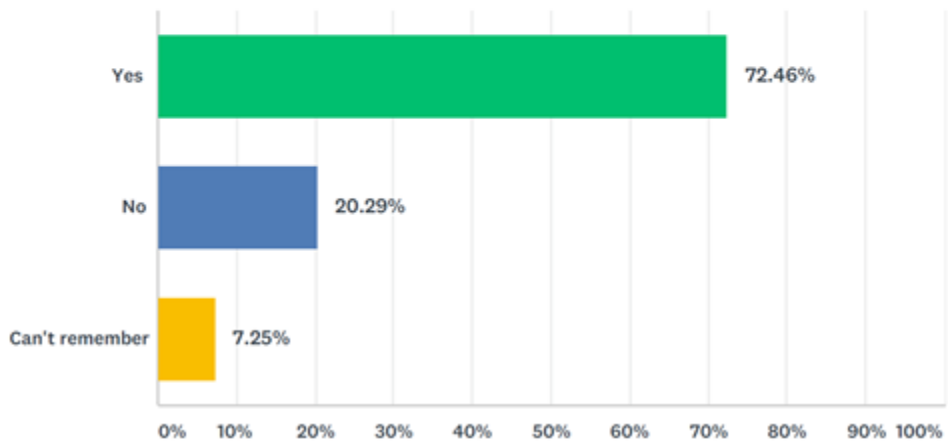
Q16 If yes, I have received specific training what to do when I encounter biological hazards while performing my work.



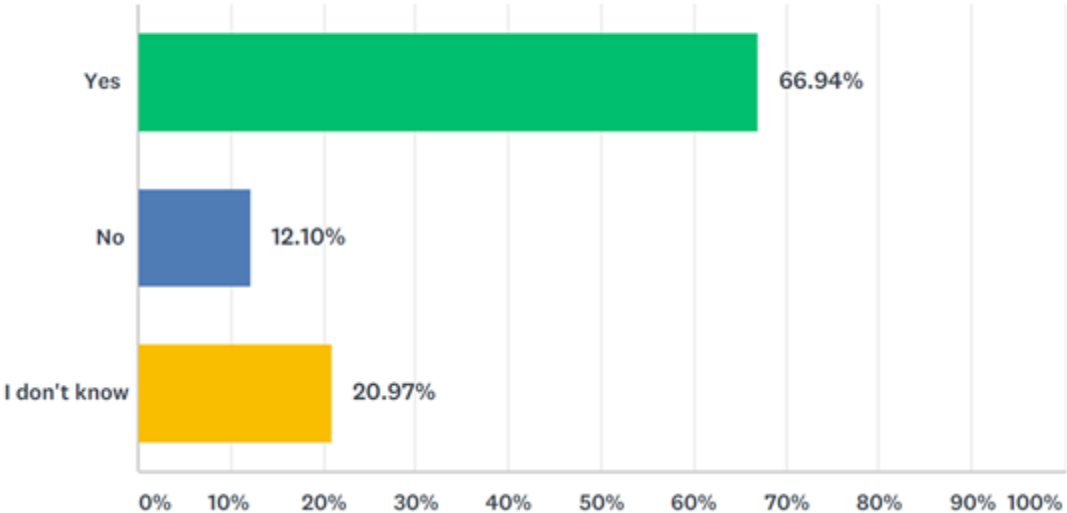
Q17 ICBC has a specific policy and procedure on what to do when I feel road conditions are unsafe to conduct road tests.



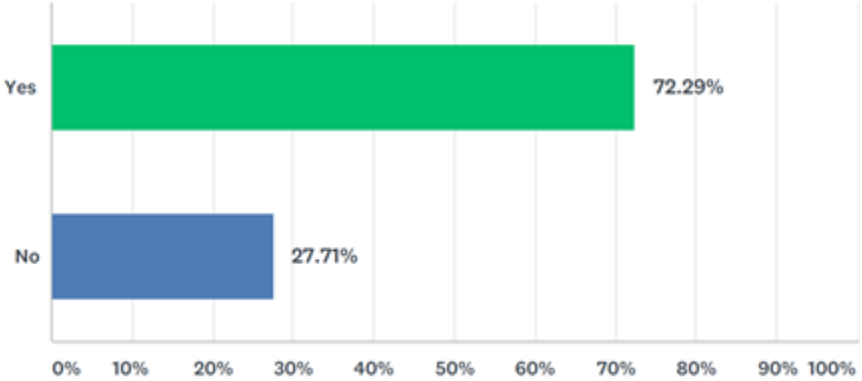
Q18 If yes, I have received specific training on what to do when I feel road conditions are unsafe to conduct road tests.



Q19 In my job, I have the right to refuse unsafe work.



Q20 If yes, I feel comfortable in exercising my right to refuse work.

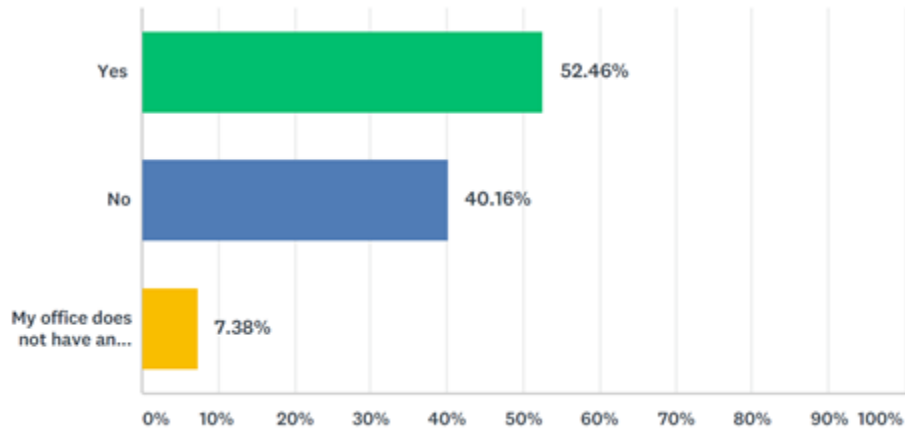


Q21 If no, please explain why you don't feel comfortable exercising your right to refuse unsafe work.

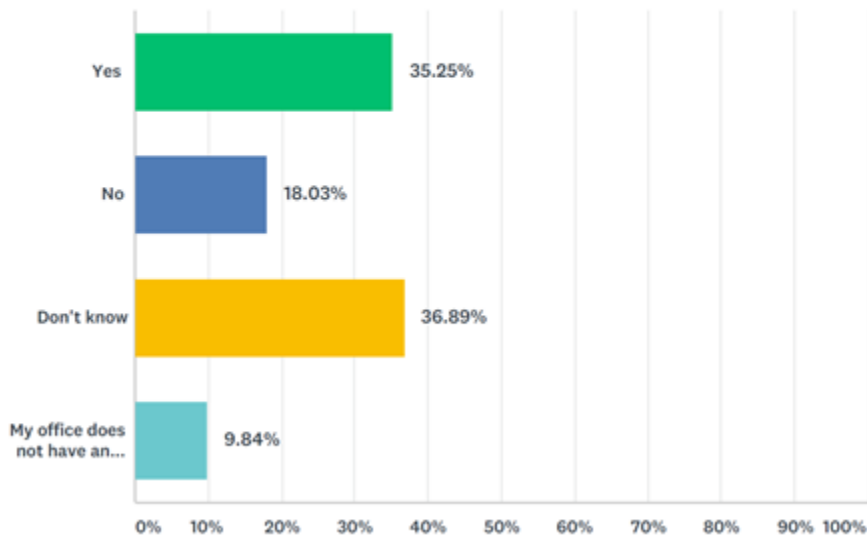
Responses include:

- Employer does not endorse policies and will “bend over backwards” for customers who verbally abuse including giving them special appointments, waiving rules, etc.
- In past, have still been directed to work even in unsafe conditions (e.g. snow storm) and have had to be “rescued.”
- Subtle culture of “do the test anyways” regardless of conditions whether it’s related to car safety or road safety.
- Made to feel guilty or mocked in past when bringing up issues; Pressured by supervisor; Repercussions from management.
- If customers insist, test must proceed.

Q22 Do you know the names of the union members who serve on your Joint Worksite Occupational Health and Safety Committee.



Q23 Do you feel the Joint OH&S Committee is effective in protecting your health and safety at work?



Q24 Are there other issues facing your work place health and safety that you would like us to be aware of? Please detail below:

- Client Issues
 - Changes to re-exam road test (for seniors, drivers with physical challenges, doctor recommended), etc. puts examiner at higher risk.
 - Concerns about 'training' to assess cognitive issues and need to give 'feedback' during road tests.
 - Higher risk tests should take place in dual control vehicles.
 - Verbal abuse from clients.
 - Told to just "be careful" but go anyways with aggressive, angry client.
 - Dealing with intimidating customers who try to coerce passing result.
 - Having to deal with potentially violent client in a remote parking area because main parking lot has no room because shared with Class 1 semi trucks.
 - New booking system gives no control over which client examiner gets and does not allow option to refuse an abusive customer who rebooks. Not possible to switch assignments in small offices.
- Unsafe road conditions
 - High risk of accidents.
 - Ice and piled up snow on roads and parking lots.
 - During extreme weather conditions, client with winter tires gets to decide to proceed even though rebooking encouraged.
 - Thick fire and smoke.
- Car concerns
 - Clients using vehicles other than what they register for test with unbeknownst to examiner.
 - Cleanliness issues.
- General Health Issues
 - No time to decompress after stressful tests because of having to keep with schedule.
 - Missed coffee/lunch breaks.
 - Overwork.
 - Stress caused by supervisors, lack of time to do tests, road tests going out late
 - Exposure to exhaust, high heat conditions, no water during long trips, or extreme cold.
 - Office issues including bathroom not heated or cooled, water taps in lunchroom has hot and cold switched.
 - Working with sick co-workers. Temp employees don't get sick days, so they just work.