

CANADIAN NURSERY LANDSCAPE ASSOCIATION ON-LINE TRAINING PROGRAM

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On-line Training

Why?

- Vehicle-related claims represent significant losses to the Canadian Nursery Landscape Association (CNLA) and its members.
- Second most common claims relate directly to slip & falls
- A vast majority of these are preventable, representing a tremendous opportunity to improve business results and reduce vehicle-related injuries and deaths.
- Training is proven to reduce accident frequency.
- Time restraints and the nature of landscaping and snow removal businesses, mean that traditional, in-class training is not always practical.
- To combat this, Marsh Risk Consulting (MRC) in cooperation with Carriers Edge, has an existing online training platform—Marsh's Driver Improvement System (MDIS).

On-line Training

Why?

- The National Safety Council reported that in 2005 the average economic cost for a vehicular collision incurring property damage alone was \$7,500 while the average cost of a vehicular collision incurring personal injury alone was \$19,600.
- To contextualize the upfront costs of providing online training for all employees, if a 50 driver firm were to purchase packages for all their drivers at a rate of \$49 per package, the total cost would be \$2,450. This initial cost to the company would be negated considering that if a singular \$7,500 collision is prevented, this cost is paid for three times over. Such commitment will also demonstrate to all interested stakeholders the proactive risk management initiatives being undertaken.
- Driver training is proven to reduce the frequency of collisions by up to 20%. If a CNLA member organization experiences five property damage collisions and two injury collisions in a 1-year period, driver training therein could see a reduction in losses and associated costs of up to \$15,000.

On-line Training

What?

- MDIS is a comprehensive, effective, online training system providing flexible reporting, simple administration, and program management at both the association and member level.
- Courses are presented visually with a “show me, tell me, let me try it, and test me” approach.
- Tests administered upon course completion ensure that the driver comprehends all course material with results being tracked to help identify any gaps or areas where drivers require extra attention.

On-line Training

What?

- CNLA's online driver training program includes two packages.
- The "Winter Package" consists of two modules including:
 - Winter Driving
 - Snow and Ice Risk Control
- The "Summer Package" consisting of two modules includes:
 - Safe Driving
 - Lifting and Ladder Safety
- Courses are available for members through the CNLA website at a price of \$49 per package.
- CNLA members within the HortProtect© insurance program will receive a discounted price of \$39 per package. Once all drivers have successfully completed the courses, a discretionary premium discount may be available under the HortProtect insurance program.

On-line Training Snow & Ice Risk Control - Course Home Page



Course Home Page



Topics in this course include:

- The Elements
- Be Prepared
- During the Storm



Main Menu



On-line Training

Topic Introduction



Topic One Introduction: The Elements



This lesson will take approximately **25 minutes** to complete.

This lesson will explain how ice is formed on paved surfaces through precipitation and condensation. How salt is used to break the ice-pavement bond will also be discussed.

After completing this topic, you will be able to:

- Explain the importance of pavement temperature
- Describe how the dew point affects the development of ice on pavement
- List factors to consider when determining surface conditions
- Explain the phase diagram of salt and how salt affects the ice on a paved surface
- Describe the environmental impact of salt and how to minimize the effects

Subtopics in this section include:

- [The Importance of Winter Maintenance](#)
- [Meet Ethan](#)
- [Pavement Temperature vs. Air Temperature](#)
- [Where the Ice Is](#)
- [Precipitation and Ice](#)
- [The Dew Point Temperature](#)
- [Other Factors to Consider](#)
- [Controlling the Ice](#)
- [How Salt Affects Ice](#)
- [De-icing vs. Anti-icing](#)
- [The Impact of Salt](#)
- [Topic One Review: The Elements](#)



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Topic Content – “tell me”



The Importance of Winter Maintenance



In Canada, proper winter maintenance is extremely important. We rely on the road network for transportation to work, for recreational purposes as well as for emergency and security services. At the same time, we also rely on maintained parking areas and driveways to access our homes, businesses and retail establishments.

Improved travel time is the most obvious benefit of good winter maintenance, but fewer collisions and injuries, reductions in injury claims from workers as well as reduced fuel costs are also benefits. When fewer collisions and injuries occur, there is less stress on emergency services – and reduced legal costs to companies who are maintaining parking areas.

According to the Salt Institute's **Snowfighter's Handbook: A Practical Guide for Snow and Ice Control**, there is an estimated 66,666 different storm conditions that have an impact on pavement conditions. In addition, the public has certain expectations that increase the challenge of keeping surfaces safe. As a winter maintenance professional, it is important to understand how different weather conditions affect pavement surfaces as well as how to manage public expectations.

This module will provide a background to effective winter maintenance, looking at preparing for a storm, steps to take during a storm and what happens afterwards, so that you can maintain safe areas for both pedestrians and vehicles during the winter months.



Click to download [The Snowfighter's Handbook: A Practical Guide for Snow and Ice Control](#).



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Character Based



Meet Ethan



Ethan has worked in the landscaping business for more than 5 years, and is now going to be working for a company that provides driveway clearing as well as snow and ice removal for a number of shopping plazas and private parking lots. He needs to learn about the different snow and ice conditions he might face and how each of these conditions is handled. He also needs to be able to prepare for a storm so that he's able to meet each client's Level of Service (LOS) agreement as well as keep himself safe and his equipment free from damage.

Ethan will be both plowing and salting during the winter months, so he needs to learn about the best practices for each. He knows that road salt has to be handled with care, so he wants to make sure that he practices the 4 R's: The right amount of the right material in the right place at the right time.



On-line Training

Visual Aids – “show me”



Where the Ice Is

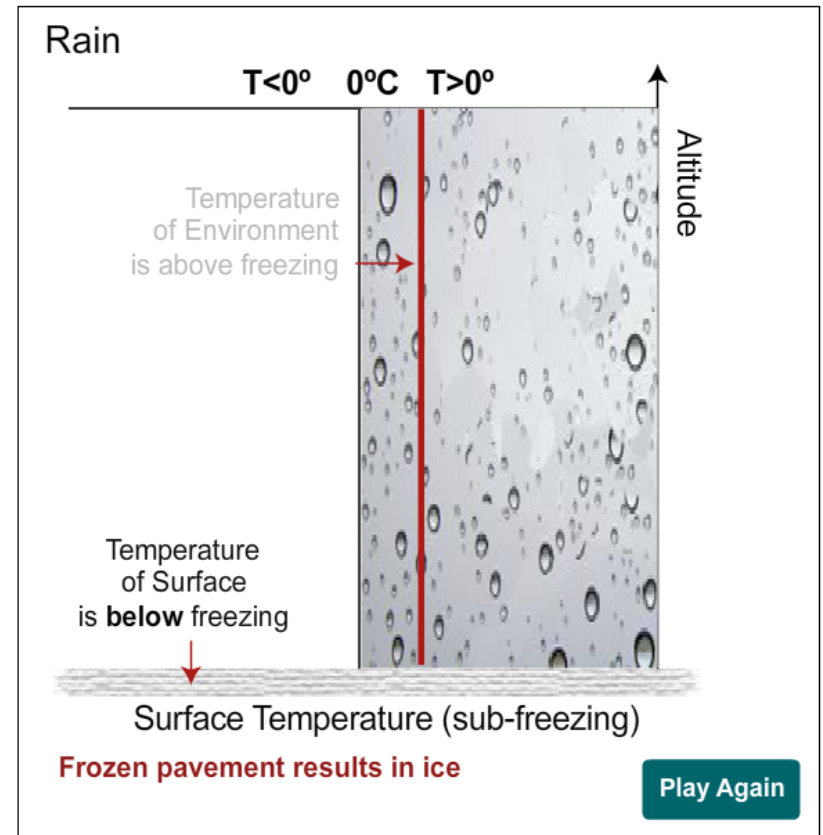


To be able to determine the iciness of pavement during and after winter weather, it is important for you and Ethan to understand where the ice is coming from. Precipitation can take the forms of:

- Rain
- Freezing rain
- Sleet
- Snow
- Hail

While it falls through the atmosphere, precipitation may encounter bands of warmer or colder air, which affects how it falls and what happens when it makes contact with the ground.

Rain is the simplest example. In the diagram, the temperature of the air is above freezing. If the rain does not encounter sub-freezing air, it will remain in liquid form until it reaches the ground. In the diagram, however, the temperature of the pavement is below freezing. Because of this, as soon as the rain reaches the pavement, it will form ice.



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Visual Aids – Radio Buttons



Precipitation and Ice



As you saw on the previous page, the two main factors in whether or not ice will form on pavement are:

- The temperature of the air that the precipitation falls through, and
- The temperature of the surface that precipitation falls on.

The more you and Ethan know about how temperatures affect precipitation, the better equipped you will be to handle it.

Freezing Rain

Sleet

Snow

Hail



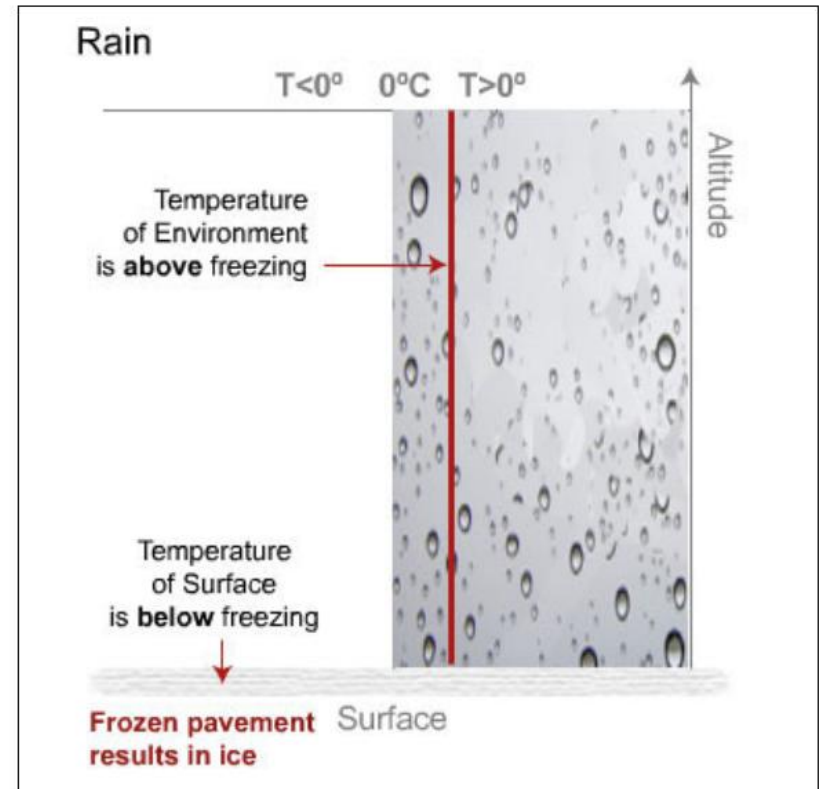
Click each button to see how temperatures in the air and on the surface affect the amount of ice formed on the surface.



What's the difference between freezing rain and sleet?

Freezing rain - rain supercools in the air and freezes on the surface

Sleet - rain freezes in the air and hits the ground as frozen drops



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Intermediate Quiz – “let me try it”



Quiz: The Formation of Ice



Answer the following questions to see what you've learned so far.

When falling rain is supercooled just before hitting a freezing pavement, it is known as:

- Sleet
- Freezing rain
- Hail

If the ambient temperature is above freezing, it is impossible for ice to form on a paved surface.

- True
- False





Topic Three Review: During the Storm



Ethan is preparing to face his first storm, which is going to hit overnight. He has already prepared and inspected his equipment. He has also made sure he has extra parts and emergency supplies just in case, so he's ready to go.

Part of Ethan's route is a multi-level parking garage, so he is going to de-ice the upper levels before leaving for the day. He knows that this area is likely to freeze quickly. He plans to do this before heading home for a quick nap so that he'll be alert when the snow starts.

Even though a storm is coming, the temperature is not very cold, so Ethan expects the snow to be very wet and heavy. He's going to keep an eye on the storm, and if the snow is wet, he's going to start plowing when it's about an inch deep. He doesn't have to worry too much about stacking right now as it's the first storm of the season, but he's aware that he will have to push the snow to areas where he will be able to stack it in the future.

Ethan is planning to keep good records of the snow that has fallen, how much he removes and how much salt he has used. He knows that these will be valuable later on for predicting costs for future seasons, as well as for dealing with complaints, showing due diligence and determining fees and payments.



On-line Training Final Test Results

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Final Test Results

Home

Luke Pallister
Please add email

Manage...

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Test Results

Summary

Module: CNLA Snow and Ice Risk Control
Total Questions: 16
Correct Answers: 13
Wrong Answers: 3
Percentage: 81.25%

This module requires a score of 80% to pass. Your score of **81.25%** gives you a grade of **PASS**.

[Return to home page.](#)

Question Details

Q: A liquid de-icer is the best choice for a snowpack condition.

Your Answer: True

Feedback: Do not spray liquid on to packed snow. The liquid destroys surface friction and the brine may become so diluted before melting action is completed, that refreezing could occur.

Q: Anti-icing is a method of optimizing the effectiveness of road salt so that less can be used.

Your Answer: False

Feedback: Anti-icing, pre-wetting, and using RWIS systems can all help optimize the effectiveness of road salt so less can be used, while still meeting Level of Service requirements.

Q: Which of the three basic elements of a Level of Service agreement includes whether a de-icing or anti-icing strategy is used?

Your Answer: Service delivery time

Feedback: The initial response time covers whether a de-icing or anti-icing strategy is used because this

On-line Training Subject Gap Report



Fleet Gap Report

[Print](#)

This report prints best in
Landscape mode

Generated **2013-09-18 03:55 PM** by **Luke Pallister**

[Save to Excel](#)

How to read this report

This report shows knowledge areas where drivers in the selected region have the largest gaps. The report is sorted and grouped with the largest gap(s) at the top. Colour coding is used as follows:

- **Critical 20%** - the knowledge areas with the largest gaps (these gaps are the most critical to address)
- **Low-centre 30%** - the knowledge areas with gaps above the median, but below the Critical 20% (performance 0-30% below median)
- **High-centre 30%** - the knowledge areas with gaps below the median, but above the Star 20% (performance 0-30% above median)
- **Star 20%** - the knowledge areas in the top 20% of the performance range (these gaps represent little or no problem for the selected group)

Module	Question	RW Gap Rating	
Snow and Ice Risk Control	Which of the three basic elements of a Level of Service agreement includes whether a de-icing or ant...	1 1	1000.00
Snow and Ice Risk Control	Anti-icing is a method of optimizing the effectiveness of road salt so that less can be used.	1 1	1000.00
Snow and Ice Risk Control	A liquid de-icer is the best choice for a snowpack condition.	1 1	1000.00
Safe Driving Practices	What is 1 second for every 3 meters (or every 10 feet) of vehicle length (after rounding up the vehi...	6 4	666.67
Safe Driving Practices	When you enter an angled parking spot, you should turn the wheel:	6 3	500.00
Safe Driving Practices	The formula for calculating a vehicle's stopping distance is:	6 3	500.00
Lifting and Ladder Safety	Out of the following list, which is the most important factor to consider when it comes to lifting a...	3 1	333.33
Safe Driving Practices	If you are stopped at a 2-way stop and you intend to go straight through it, who must you give the r...	6 2	333.33
Safe Driving Practices	Which of the following is the best example of something you should always do to improve your visibil...	6 2	333.33
Safe Driving Practices	To help avoid the glare from oncoming headlights, you should:	6 2	333.33
Safe Driving Practices	Distracted drivers are _____% more likely to be seriously injured or killed in a crash than attentiv...	6 2	333.33
Safe Driving Practices	There are six conditions that affect every driving situation. Bad brakes and unused seatbelts are ex...	6 2	333.33
Safe Driving Practices	Which of the following is something you can do to prevent collisions in bad weather?	6 2	333.33
Safe Driving Practices	If you are driving a very long vehicle, where should your wheels be while you are driving on a curve...	6 2	333.33

Questions?



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